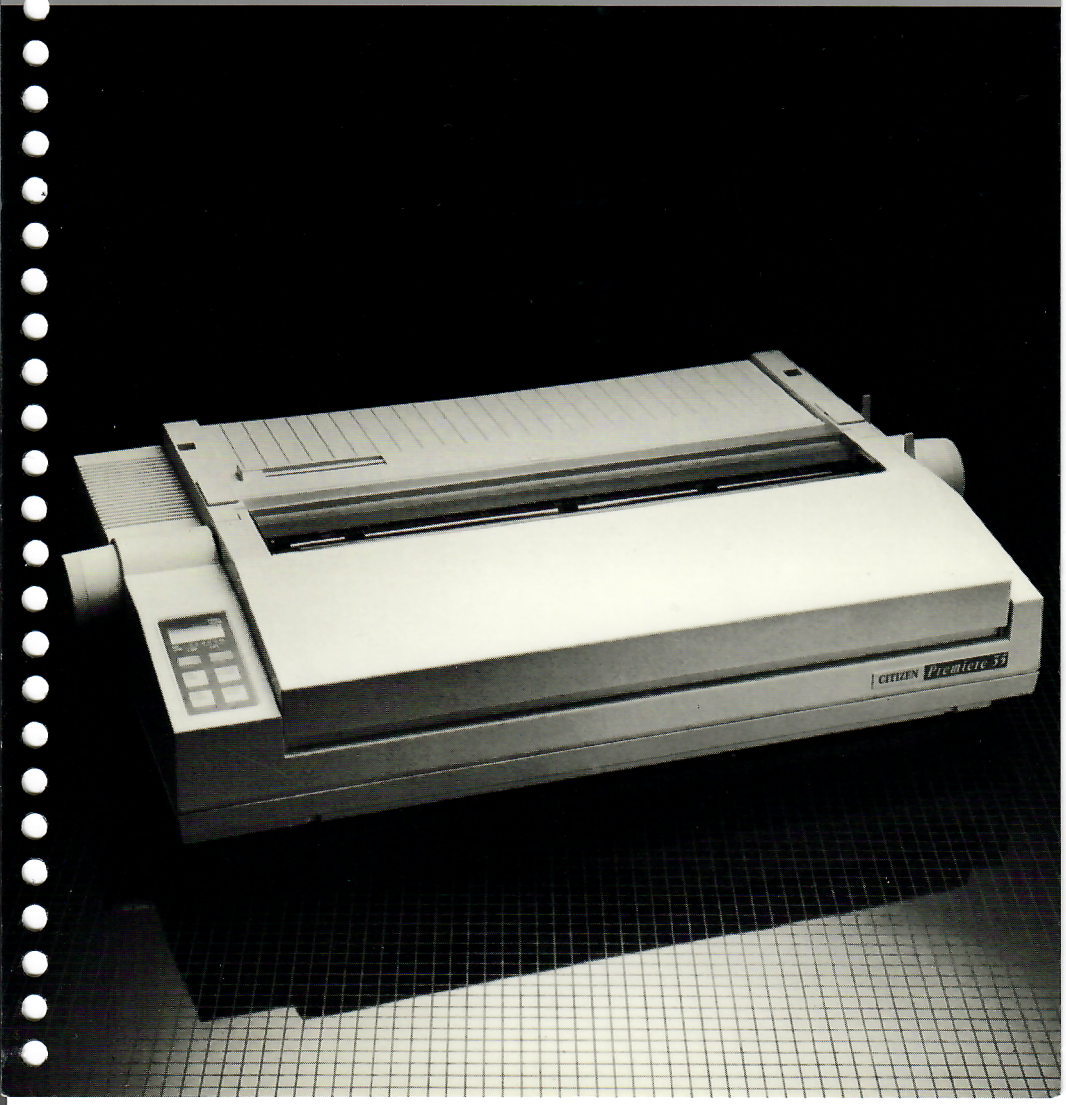
Premiere 35
User's Manual

CITIZEN™



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Premiere 35
User's Manual

Citizen America Corporation
2425 Colorado Avenue
Santa Monica, California 90404

NOT INTENDED FOR SALE

FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient the receiving antenna
—Relocate the computer with respect to the receiver
—Move the computer into a different outlet so that computer and receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:

"How to Identify and Resolve Radio-TV Interference Problems."

This booklet is available from the U.S. Government Printing Office, Washington DC 20402. Stock No. 004-000-00345-4.

Trademark Acknowledgement

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Diablo: Xerox Corporation
NEC 3550: NEC Corporation
Qume Sprint 11: Qume Corporation, a subsidiary of ITT Corp.

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Introduction

The Citizen Premiere 35 heralds the beginning of a new breed of printers; you belong to a group of proud owners! It's loaded with features that until now were only available in printers costing three times as much. And it has some exciting new features that just weren't available at any price.

In case your dealer overlooked some of the features, let us review a few of the best:

- A printing speed of 35 characters per second
- High quality printed output
- A built-in variable width tractor feed
- Automatic paper loading
- Compatibility with widely available Diablo HyType II ribbons and Diablo 630 printwheels
- A built-in clock/calendar (with battery backup) that displays the time or date and can print the time and date anywhere in your documents or automatically at the bottom of every page!
- Error messages in English *plus* an audible alarm to tell you exactly where to look in case of problems
- Complete code compatibility with three popular printers (Diablo 630, NEC 3550, and Qume Sprint 11) allowing you to use virtually any word processor, or other commercial software, without modification
- Proportional spacing which can be selected using the control panel, or with software commands

• An 8000 character memory buffer that allows you to use your computer for other tasks as the Premiere 35 continues to work

We could go on, but you're probably ready to get started. You'll discover many more outstanding features as you use your new Premiere 35.

ABOUT THE MANUALS

By now you've discovered that you received two manuals with your Premiere 35 printer. There is a *Premiere 35 User's Manual*, which is essentially a "hardware manual," and a *Premiere 35 Reference Manual*, which is dedicated primarily to software concerns.

Use this one (the *User's Manual*) to get started. In it you'll learn how to set up your printer (Chapters 1 and 2) and install printwheels, ribbons, and paper (Chapters 3, 4 and 5). Chapters 6 and 7 show you how to operate the printer and use some of its features. Chapter 8 describes routine maintenance procedures and Chapter 9 provides a troubleshooting guide in case of problems.

The *Reference Manual* describes all of the printer commands in detail. There is a discussion of how to communicate with the printer, and a sample printout of the Premiere 35's most useful features. While the information in the *Reference Manual* is most useful to programmers and the technically inclined, it can also be of use to casual users, for many of these features are easily implemented with your word processor.

You'll find an extensive index and a quick reference card in the back of each manual too. We think you'll find the manuals (and the Premiere 35) functional and easy to use.

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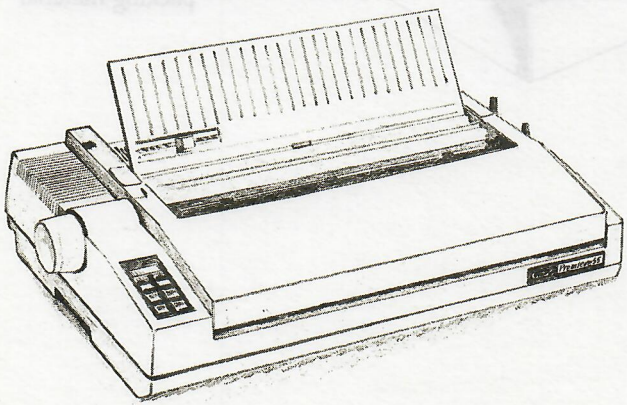
Chapter 1
Set up

This chapter shows you how to set up your new Citizen Premiere 35 printer, including finding a suitable location for it, unpacking and assembly, and connecting the printer to your computer. In addition, you'll learn about the Premiere 35's components and controls, setting the rear switches, configuring the printer with your software, and initializing the printer.

FINDING A SUITABLE LOCATION FOR YOUR PREMIERE 35

Before you set up your printer, you should think about the best location for it. Here are some important considerations:

Place a protective mat between printer and wood surface to avoid possible damage to surface.



LOCATION
Avoid:

- Excessive heat
- Direct sunlight
- Humidity
- Dust
- Grease

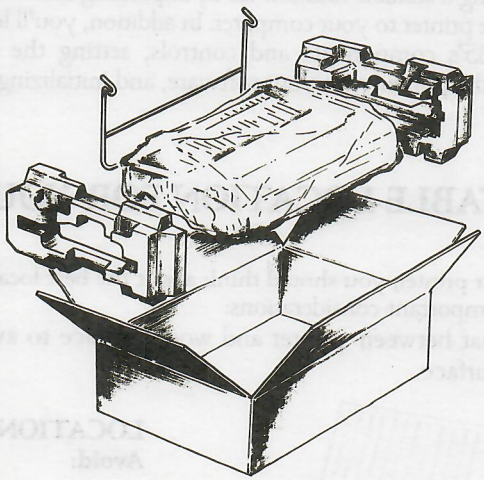
Providing a steady source of 120-volt electricity is an important factor. Motors, and many appliances (such as copiers, heaters, or refrigerators) can cause power fluctuations. Avoid circuits used by such equipment.

You may want to protect your equipment against power surges by using a surge protector.

UNPACKING

Once you have found a good location, follow these instructions to unpack your new Premiere 35 printer:

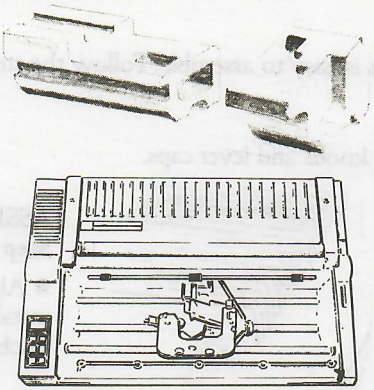
Step 1: Remove the printer from its carton.



UNPACKING
Step 1

- Cut top sealing tape
- Lift printer from carton
- Set on a stable surface
- Remove packing material

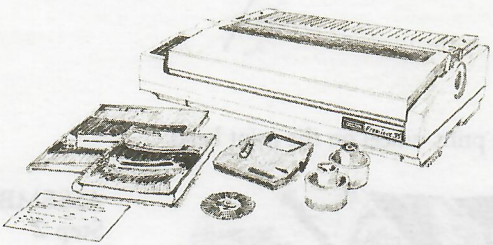
Step 2: Remove the accessories carton from inside the printer (which also frees the print head).



UNPACKING
Step 2

- Open dust cover and remove accessories carton
- Unpack accessories
- Close dust cover

Step 3: Carefully check all items.



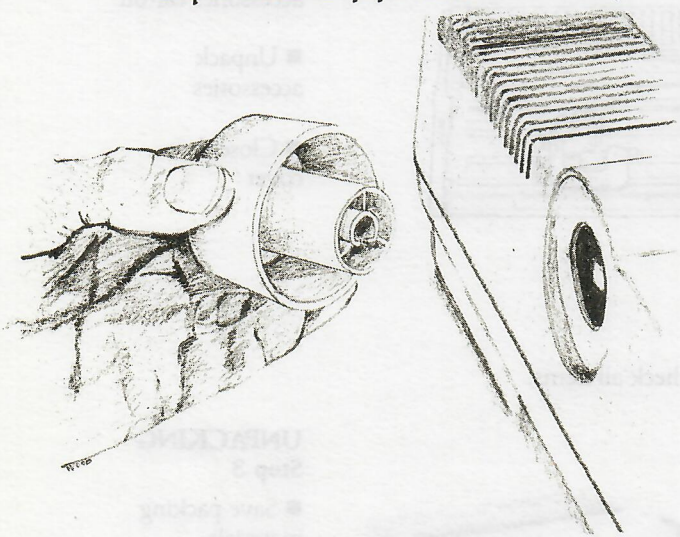
UNPACKING
Step 3

- Save packing materials
- Check each item
- Fill out and mail warranty card

ASSEMBLY

The Premiere 35 printer is easy to assemble. Follow the steps illustrated below:

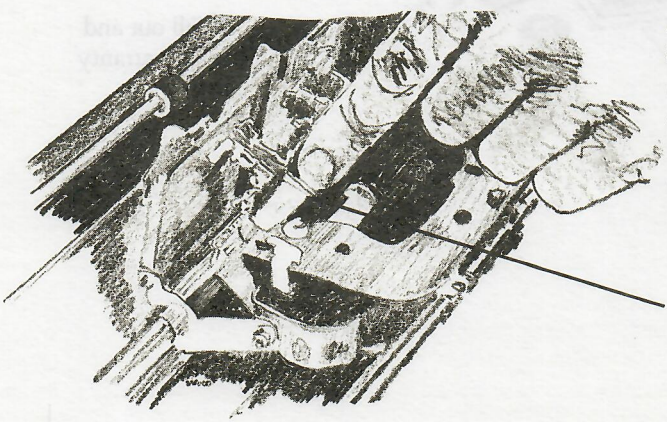
Step 1: Install the paper knobs and lever caps.



ASSEMBLY
Step 1

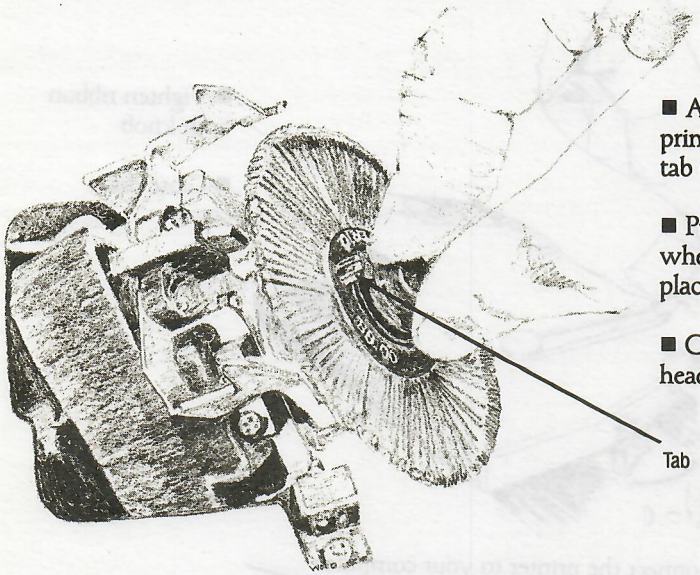
■ Align and install paper feed knobs

Step 2: Install the print wheel on the print head.



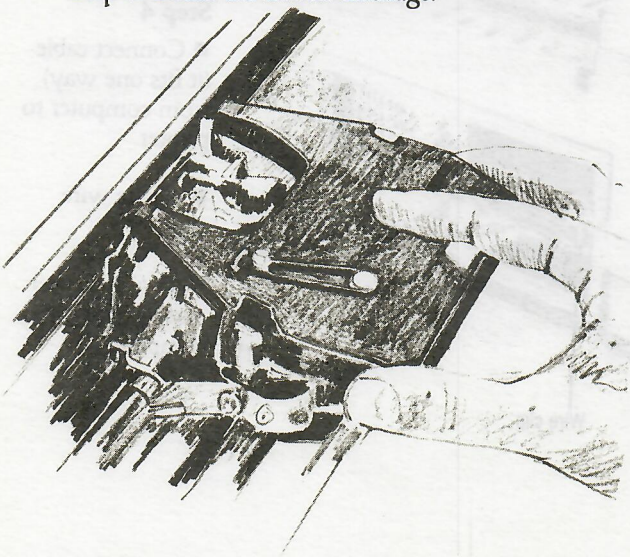
ASSEMBLY
Step 2

■ Push printwheel locking lever in and pull back print head



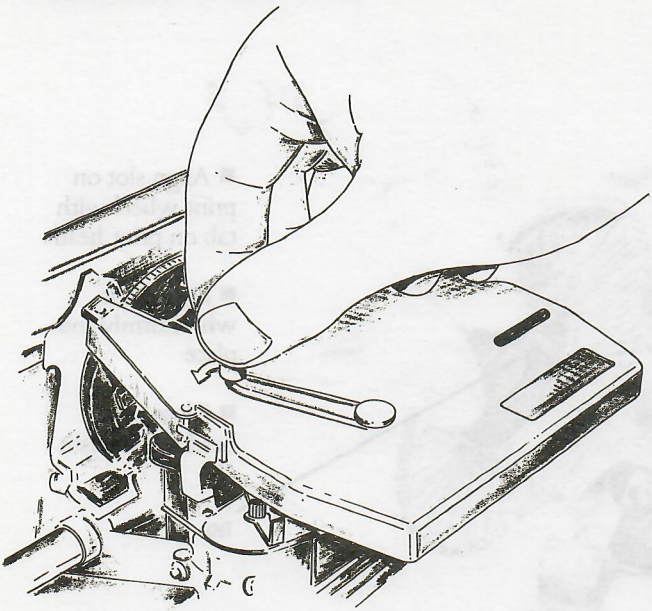
- Align slot on print wheel with tab on print head
- Push print wheel firmly into place
- Close print head mechanism

Step 3: Install the ribbon cartridge.



ASSEMBLY
Step 3

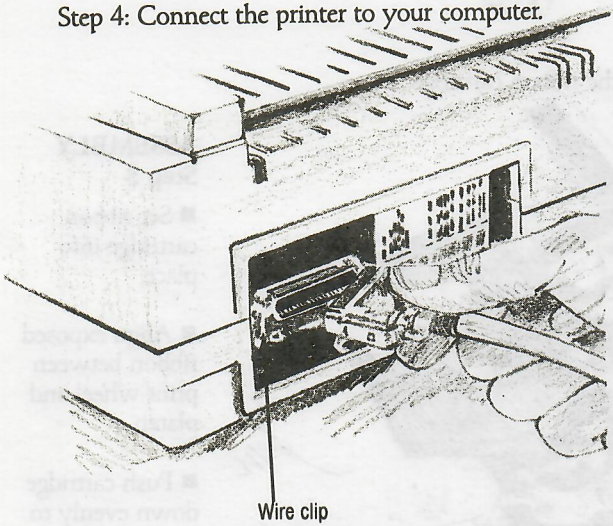
- Set ribbon cartridge into place
- Align exposed ribbon between print wheel and platen
- Push cartridge down evenly to snap into place



■ Tighten ribbon with knob

■ Close dust cover

Step 4: Connect the printer to your computer.

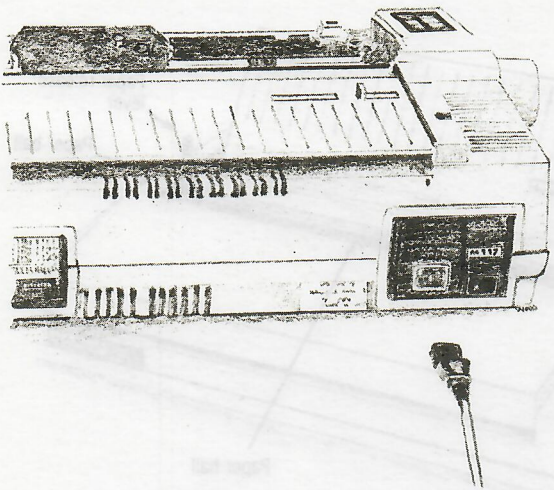


ASSEMBLY
Step 4

■ Connect cable (it fits one way) from computer to printer

■ Secure wire clips

■ Connect other end of cable to computer



■ Connect power cord to rear of printer

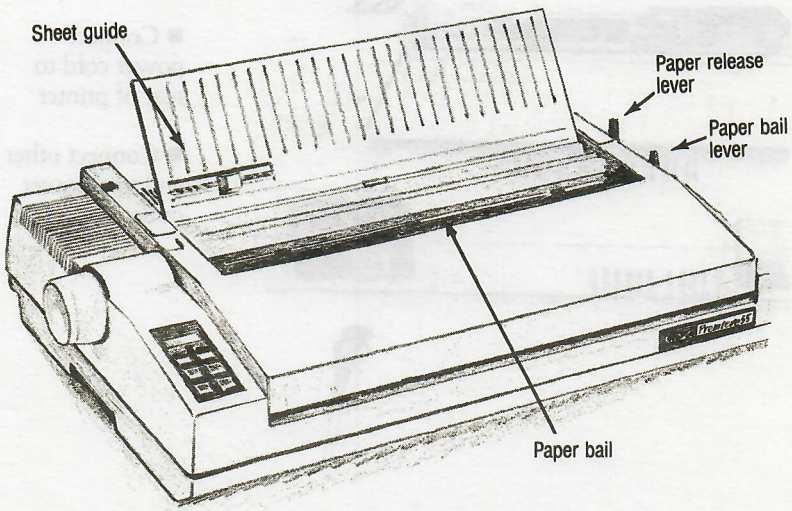
■ Connect other end to a power outlet

The cable you need is called a Centronics parallel printer cable (also called a parallel printer interface cable). An optional serial interface is available if your computer does not have a parallel output connection (see Chapter 2 for serial interface installation instructions).

To connect the other end of the cable to your computer, follow the instructions for a parallel printer connection supplied with your computer.

GETTING ACQUAINTED

With the preliminaries out of the way, let's take a closer look at the Premiere 35's components and controls to see what they do.



Printer Components

Power switch. The power switch turns power to the printer on and off. It is on the left rear of the printer, next to the power cord.

Tractors. The tractors are the sprockets located near the rear of the printer that feed continuous fan-folded paper into the printer and keep paper properly aligned.

Platen. The platen is the hard rubber cylinder that carries the paper to the print head.

Paper feed knobs. The paper feed knobs turn the platen and manually feeds the paper. There are two knobs, one on each side of the printer.

Paper bail. The paper bail keeps the paper pressed against the platen for clean printing results.

Paper bail lever. The paper bail lever moves the paper bail against the platen for printing, or away from the platen for paper loading and adjusting. You can also automatically load paper by holding the lever all the way forward.

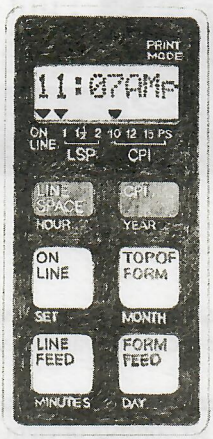
Paper release lever. The paper release lever adjusts the pressure on the platen according to the paper feed method being used. It also moves the paper bail away from the platen so you can properly align paper.

Character pitch ruler. The character pitch ruler is imprinted on the smoked plastic part of the dust cover. The ruler shows column increments for 10, 12, and 15 pitch printing. It can also serve as a paper guide when loading paper, labels, forms, and so on. It is better to lift up the smoked dust cover when paper is loaded.

Sheet guide. The sheet guide can be set in the up position (as shown in the illustration above) when using single sheets of paper. You can set it back down when using continuous paper.

Control Panel

The Premiere 35 *control panel* is located on the left front of the printer. It has an LCD display and 6 pressure sensitive buttons. The illustration below shows a closeup of the Premiere 35 control panel.



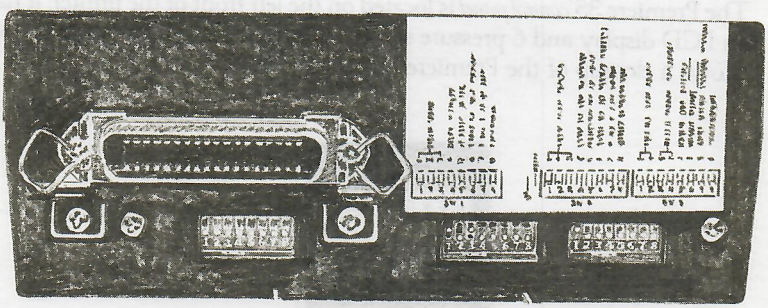
The control panel lets you to control many Premiere 35 printer functions and clock features. You'll learn how to use them as they are explained in each section of this manual.

SETTING THE REAR SWITCHES

The Premiere 35 *rear switches* customize the printer to your specific printing needs. These switches are set at the factory to work with most microcomputers, and most likely you will not have to adjust them to start printing.

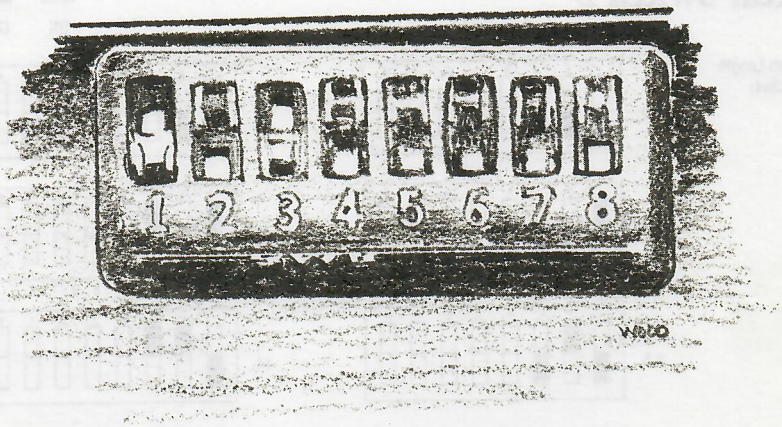
However, you may have to change some of them, such as the ones that make your printer act as a Diablo 630, NEC 3550, or Qume Sprint 11 printer. This section shows you how.

The rear switches can be found near the interface connection, at the rear of the printer (as shown in the illustration below). There is a quick reference label there also, which shows the function of each switch.



WARNING: Never change rear switch settings when the power is on. Doing so may damage the printer and/or your computer.

There are three sets of rear switches labelled SW1, SW2, and SW3. As you can see below, each set consists of eight individual switches.



Switch 1, labeled 1-1 through 1-8, is used only if you install the optional serial interface (switch 1 is described in Chapter 2). Switches 2 and 3, labeled 2-1 through 2-8 and 3-1 through 3-8, are used to control several different printer functions (regardless of which interface you use).

Each individual switch has two positions: OFF (which is the down position) and ON (which is the up position). You can use a ballpoint pen, or similar object, to move the switch (don't use a pencil though; the point may break).

The rear switches control the way the Premiere 35 operates when you first turn it on, or when you *initialize* (reset) the printer.

The settings and functions for rear switches 2 and 3 are illustrated below, followed by a description of each switch function. It should help you decide which settings to use.

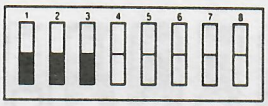
To find the proper setting, locate which setting you wish to adjust in the appropriate illustration that follows. It will show which switches to change.

For example, to choose the NEC 3550 command set, locate the switch 3 illustration showing switch 3-1 ON and 3-2 OFF.

Rear Switch 2

Form Length: (inches)

12



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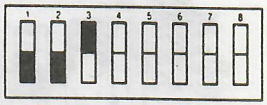

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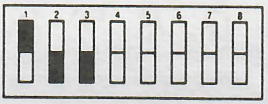

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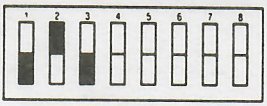

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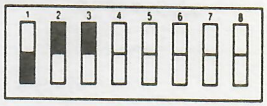

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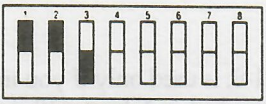

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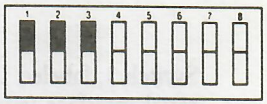
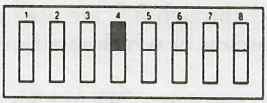
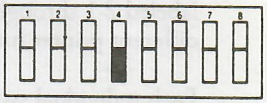


Automatic Line Feed:

ON

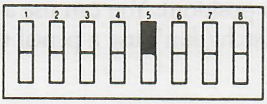


OFF

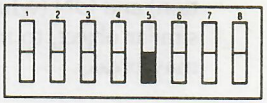


Automatic Carriage Return:

ON

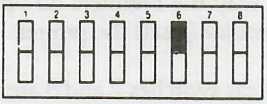


OFF

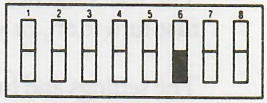


Right Margin Control:

ON

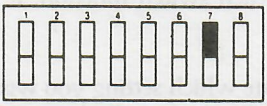


OFF



Set Eighth Bit:

ON



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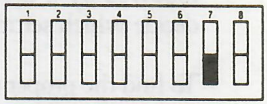
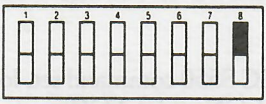
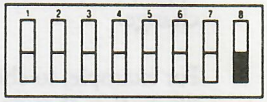


Printing Direction:

Unidirectional



Bidirectional



Switches 2-1, 2-2, and 2-3. These three switches are combined to select between eight possible default page lengths to accommodate different types of paper, labels, and forms.

Switch 2-4 selects (ON) or cancels (OFF) automatic line feed. With this option selected, a line feed (LF) is inserted whenever the printer receives a carriage return (CR). If your computer does not send a line feed with each carriage return, set this switch ON. If you are unsure, try printing some text. If it comes out double-spaced when you expect single-spaced, turn this switch OFF. If the paper doesn t advance at all, turn this switch ON.

Switch 2-5 selects (ON) or cancels (OFF) automatic carriage return. With this option selected, a carriage return (CR) is inserted whenever the printer receives a line feed (LF).

Switch 2-6 selects (ON) or cancels (OFF) automatic carriage return with a line feed for right margin control. With this option selected, the printer offers a word wrap feature (on spaces- Qume, or spaces and hyphens – Diablo) at the right margin. With this option canceled, printing continues past the right margin. When the print head reaches at the extreme right, a carriage return and a line feed are excuted (Diablo, Qume and NEC).

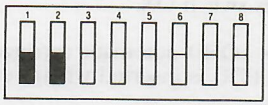
Switch 2-7 selects eight bits (ON) or seven bits (OFF). Refer to your computer's operating manual for information on how many bits are used.

Switch 2-8 sets the printing direction to bidirectional (OFF) or unidirectional (ON). Bidirectional printing is faster and is the most common setting. Unidirectional printing, while somewhat slower, improves column alignment and can be used for printing columns of numbers, grids, and so on.

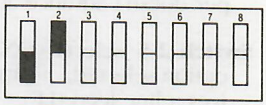
Rear Switch 3

Command Set:

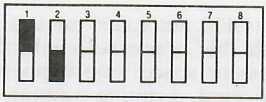
Diablo



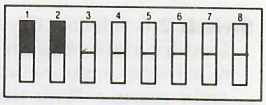
Reserved (Diablo)



NEC

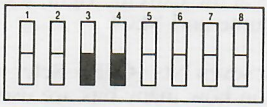


Qume

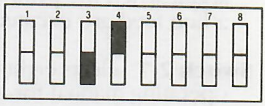


Printwheel Sequence:

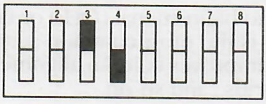
A



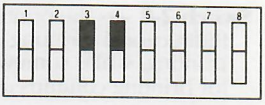
C



B

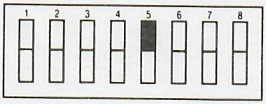


D

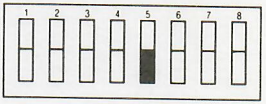


Paper-out Detector:

ON

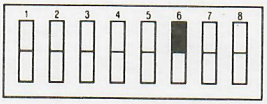


OFF

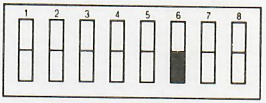


Draft Prints

Enable

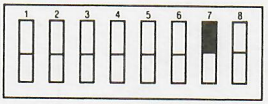


Disable

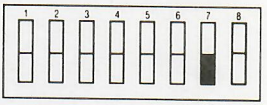


Auto Sheet Feeder

Installed

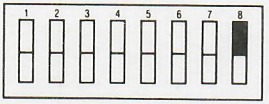


Not Installed

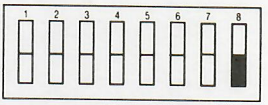


Hammer Energy:

High



Normal



Switches 3-1, 3-2. These two switches are combined to select between the Diablo 630, NEC 3550, and Qume Sprint 11 command sets, allowing you to use software that is compatible with these printers.

Switches 3-3 and 3-4. The Printer 35 has printwheel sequence information stored in the printer's permanent memory for several standard types of printwheels. These two switches are combined to select the printwheel sequence you need as follows (the wheel sequence label should appear on your printwheel):

Sequence A = USASCII A, USASCII, USASCII £, MANIFOLD, EMPHASIS, USLEGAL 4

Sequence B = US LEGAL 1, USOCR B

Sequence C = USLEGAL 2,3, M/L 2

Sequence D = USOCRA, M/L 1, USLEGAL 4 (PS wheel)

Switch 3-5 controls the paper-out detector. With switch 3-5 OFF, the printer does not stop when the paper runs out. With switch 3-5 ON, the printer stops printing about 2 inches from the end of the last sheet. If you are using single sheets (as opposed to continuous forms), this switch should be OFF to allow printing to the bottom of the page.

Switch 3-6 enables draft print (switch 3-6 ON) or disables draft print (switch 3-6 OFF). When draft print is enabled, ribbon feed is decreased and print speed is somewhat increased.

Switch 3-7 enables to install the Auto Sheet Feader. (switch 3-7 ON). When the ASF is installed, commands for the ASF (eject paper, insert paper etc.) are available, and Premiere 35 senses the paper jamming.

Switch 3-8 selects the hammer energy levels. With 3-8 ON, the hammer energy is higher than normal.

PRINTER SOFTWARE INSTALLATION

The Premiere 35 is compatible with most commercial programs. Before you can see some printing, however, most programs require that you "install" your printer, that is, tell your program what kind of printer you have.

Choosing the Right Configuration

One feature of the Premiere 35 gives it great flexibility: it is code-compatible with the Diablo 630, Qume Sprint 11, and NEC 3550 printers. Before the advent of Premiere 35, these were among the most common daisy wheel printers, so nearly all software supports one or more of these printers.

You must decide which of these printers you want to emulate. The differences among them are in the commands used to control the printer's various features (such as underscoring text). Although the commands are different, each of the three command sets can access most of the Premiere 35's features. So your choice will be determined mainly by which printer your software supports. Many programs come with a list of printers they directly support and a setup process that can be found in the software's manual.

Once you have determined which configuration is best for you, set rear switches 3-1 and 3-2 accordingly (see the previous section on setting switches).

Software Printer Choices

Many programs, especially word processors, include an installation routine for your printer. Typically, the installation routine gives you a choice of several printers or printer types. It may also ask some questions about backspacing, line feeds, and form feeds.

Any of the following printer choices will work for the Premiere 35: Diablo 630, Qume Sprint 11, NEC 3550, or "daisy wheel printer." Selecting one of these options (or something close) should do the trick. Don't worry if you make the wrong choice – the printer just won't work correctly.

Some programs need more information about your printer, however. If your program wants to know, the Premiere 35:

- can backspace (ASCII 8)
- can underline
- can do a hardware form feed (ASCII 12)
- does not do an automatic line feed (unless you change rear switch 2-4)
- uses the list output driver (LPT1:) if you have the standard parallel interface

- uses the asynchronous communications port (COM1:) if you have the optional serial interface (If you are using the serial interface, you will probably have to answer a few more questions about baud rate, parity, etc. These topics are discussed in Chapter 2.)

INITIALIZING THE PRINTER

When you *initialize* the Premiere 35, you clear any special settings you have made and return the printer to the settings specified by the current rear switch settings and the Read Only Memory (ROM) of the printer.

There are three ways to initialize the printer:

1. By turning the power switch OFF, then ON again.

2. When the INIT signal goes LOW on the parallel interface.

3. By sending one of the software commands in the Diablo, Qume, or NEC command set (refer to the Quick Reference chart or the *Premiere 35 Reference Manual* for details of these commands).

Table 1-1 shows you what happens during initialization:

Table 1-1. Initialization settings

Setting	Description
Print head	Returned to the home position (the extreme left)
On-line status	Placed on line (unless an error condition exists)
Print buffer	Cleared (including printwheel download information)
Margins	All margins cleared
Tab settings	All tab settings cleared
Character pitch	10 characters per inch
Line spacing	1/6 inch
Page length	Set by switches 2-1, 2-2, and 2-3
Top of form	Current paper position
Print direction	Forward printing
Switch settings	Records current settings

In this manual, the term *power on default values,* or simply *defaults,* are those set by initialization.

Chapter 2
Using the Serial Interface

The serial interface lets you communicate with a computer that uses a serial port. If you are using a parallel interface, you can skip this chapter entirely.

If your dealer has already installed the serial interface, you can skip the installation instructions and move on to the section on setting the rear switches.

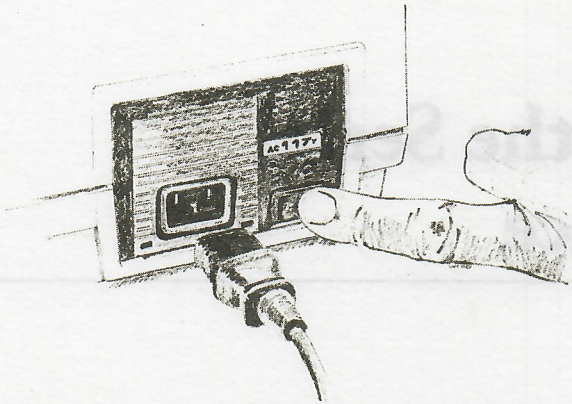
NOTE: For details on serial interface pinout specifications, refer to the *Premiere 35 Reference Manual.*

INSTALLING THE SERIAL INTERFACE

The illustrations below show you how to remove the parallel interface and install the serial interface. You'll need a Phillips screwdriver to remove the interface.

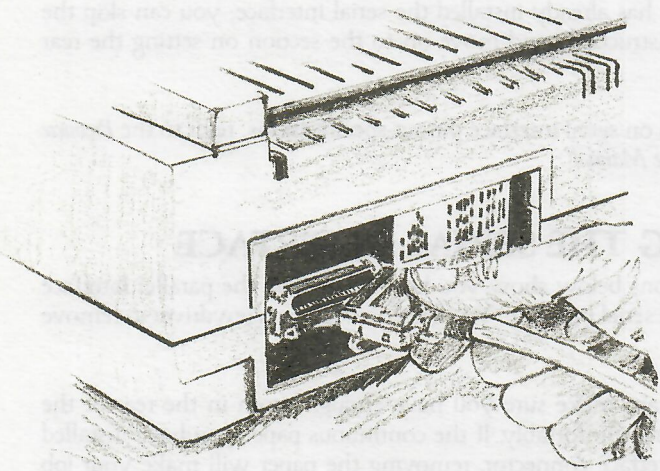
Before you start, make sure you have enough room in the rear of the printer to work comfortably. If the continuous paper you have installed covers the interface connector, removing the paper will make your job easier.

Step 1: Turn off the power and disconnect cables.



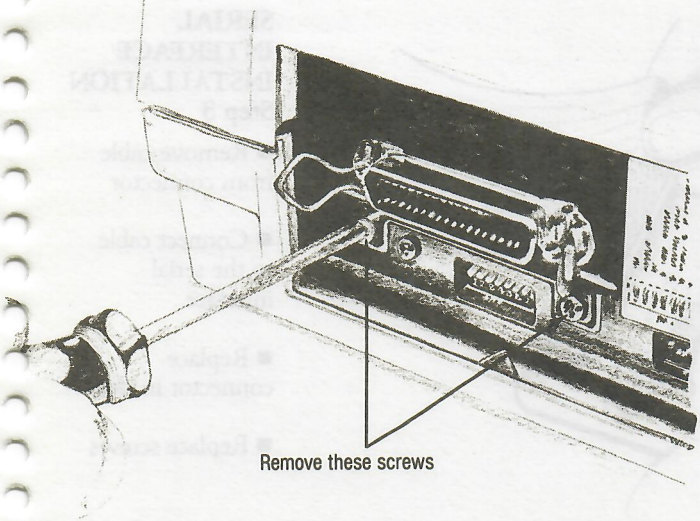
SERIAL INTERFACE INSTALLATION
Step 1

- Turn power switch OFF
- Unplug power cord



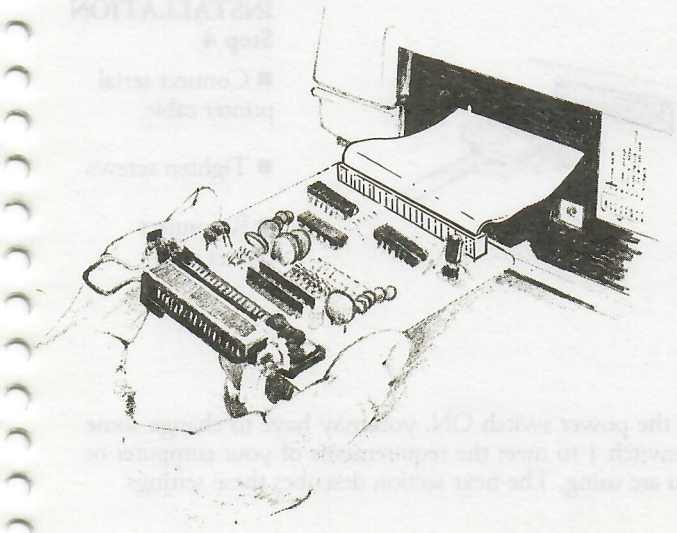
- Disconnect printer cable

Step 2: Remove the parallel interface.



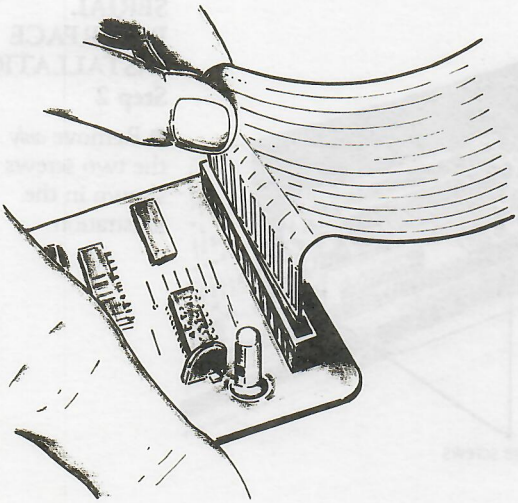
SERIAL INTERFACE INSTALLATION
Step 2

■ Remove *only* the two screws shown in the illustration



■ Carefully pull out parallel connector

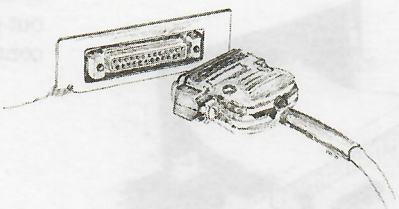
Step 3: Install the serial interface.



SERIAL INTERFACE INSTALLATION Step 3

- Remove cable from connector
- Connect cable to the serial interface
- Replace connector in slot
- Replace screws

Step 4: Connect the serial cable and the power cord.



SERIAL INTERFACE INSTALLATION Step 4

- Connect serial printer cable
- Tighten screws
- Reconnect power cord

Before you turn the power switch ON, you may have to change some settings on rear switch 1 to meet the requirements of your computer or the software you are using. The next section describes these settings.

SETTING THE REAR SWITCHES

Rear switch 1 controls the way the serial interface operates. Each individual switch has two positions: OFF (which is the down position) and ON (which is the UP position). You can use a ballpoint pen, or similar object, to move the switch (don't use a pencil though; the point may break).

WARNING: Never change rear switch settings when the power is on. Doing so may damage the printer and/or your computer.

A description of the switch fuctions is below, followed by an illustration of rear switch 1 settings on the next page. To find the proper setting, locate which setting you wish to adjust and the illustration will show you which rear switches to change. For example, to select a baud rate of 4800, set switch 1-1 OFF, 1-2 OFF, and 1-3 OFF.

Refer to your computer's operations manual for the settings you need. At first, you may try 4800 baud, seven data bits, even parity, one stop bit, and XON/XOFF protocol. .Then find the appropriate command for your computer to match these settings. (For MS-DOS, use the MODE command; you may also have to save these settings in your applicaiton program).

Switches 1-1, 1-2, and 1-3. These switches are combined to select the baud rate according the requirements of your computer (and software).

Switch 1-4 sets the data length to either seven (switch 1-4 OFF) or eight (switch 1-4 ON) bits.

Switch 1-5 enables or disables the parity check set by switch 1-5.

Switch 1-6 sets ODD parity check (switch 1-6 OFF) or EVEN parity check (switch 1-6 ON).

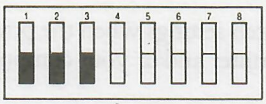
Switch 1-7 uses one stop bit (switch 1-7 OFF) or stop bits (switch 1-7 ON).

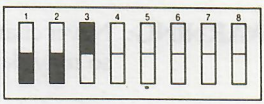
Switch 1-8 selects the communications protocol used for the serial interface to XON/XOFF (switch 1-8 OFF) or ETX/ACK (switch 1-8 ON). DTR protocol is selected on each position (switch 1-8 ON or OFF).

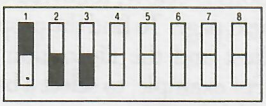
Note: If you select the baud rate to 9800 baud, please set the data length to eight bits, 2 stop bits and the parity check to enable.

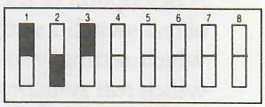
Rear Switch 1

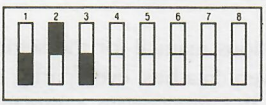
Baud Rate:

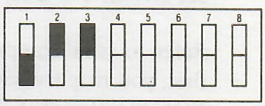


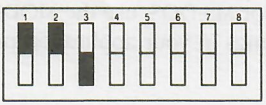


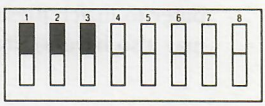




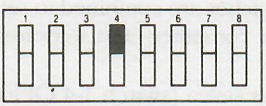


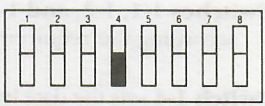




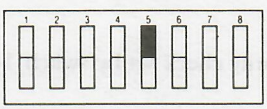


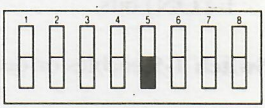
Data Length:



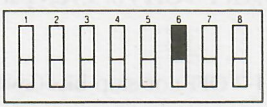


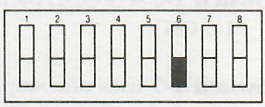
Parity Check:



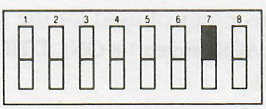


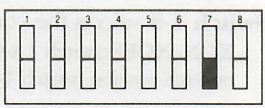
Parity Type:



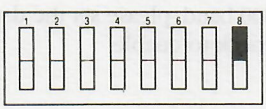


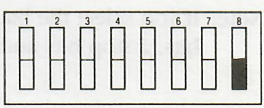
Stop Bit:





Protocol





Chapter 3
Printwheels and Ribbons

The Premiere 35 printer uses Diablo-compatible printwheels and ribbon cartridges. This chapter covers types of printwheels, how to change printwheels, types of ribbons, and how to change ribbon cartridges.

TYPES OF PRINTWHEELS

The Premiere 35 uses 96 character plastic Diablo 630-compatible printwheels. There are over two hundred types of printwheels available, including printwheels for different typefaces as well as for scientific, mathematical, and statistical purposes. There are also many types of legal and foreign language printwheels.

WARNING: Use only Diablo-compatible plastic printwheels with the Premiere 35. Metal or noncompatible printwheels may damage the print head mechanism or the print wheel.

Printwheels used with the Premiere 35 can be divided into two basic categories: *fixed spacing* printwheels, such as 10, 12, and 15 pitch, and *proportional spacing* printwheels, such as BOLD PS, and Facet PS.

Fixed spacing printwheels space all characters the same, regardless of the width of the character. Proportional printwheels, however, space characters according to character width. For example, an "i" is printed with less space than an "M".

The following illustration shows many commonly used printwheels and the character sets they produce:

Printwheels for Diablo Printers (Plastic)

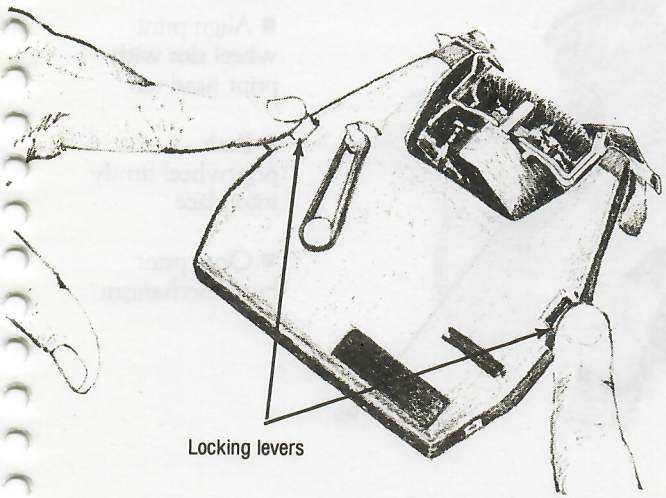
Sequence	Typeface	Diablo Part No.	
ASCII	Courier 10	38100-01	ABCD abc Ø123
ASCII	Pica 10	38101-01	ABCD abc 0123
ASCII	Elite 12	38102-01	ABCDEFG abcde 012
ASCII	Courier 72	38107-01	ABCD abc 01234
ASCII	Manifold 10	38103	ABCDEF 0123456
Legal	Courier 10	38104	ABCD abcd 0123
Legal	Prestige Elite 12A	38105-01	ABCDEFGH abcde 01
Legal	Dual Gothic 12	38106-02	ABCDEFG abcdef 01
WP/Legal	Courier 10A	38108	ABCDabcd01234
	Gen'l Scientific 10	38141	∇∞ΨΦαβψϕ0123
ANSI	OCR-A 10	38144	ABCDabcd0123
	APL-10	38150-01	α⊥∩⌊ABCD0123

CHANGING PRINTWHEELS

Printwheels can be changed in many different situations, with the power on or off. You can change to a different printwheel before or during printing of a document. For example, if you print a document that requires more than one printwheel, you can temporarily halt printing by using the ON LINE button on the control panel or your software will stop the printer and prompt you when you should change printwheels.

Changing printwheels with the Premiere 35 is very easy. Follow the steps below:

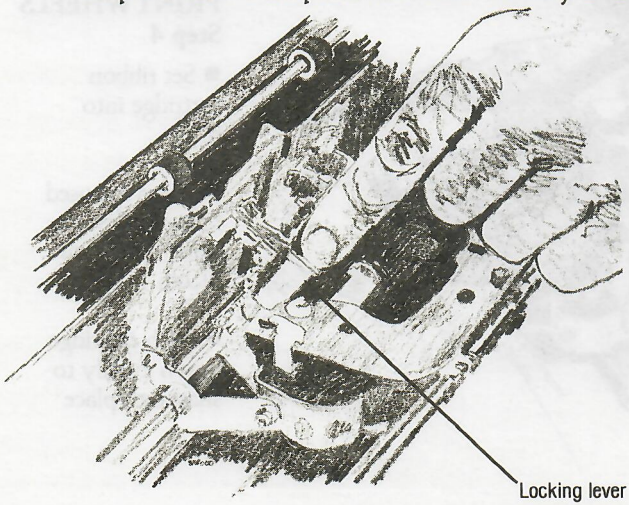
Step 1: Remove the ribbon cartridge.



CHANGING PRINTWHEELS
Step 1

- Open dust cover
- Push locking levers away from ribbon cartridge
- Remove cartridge

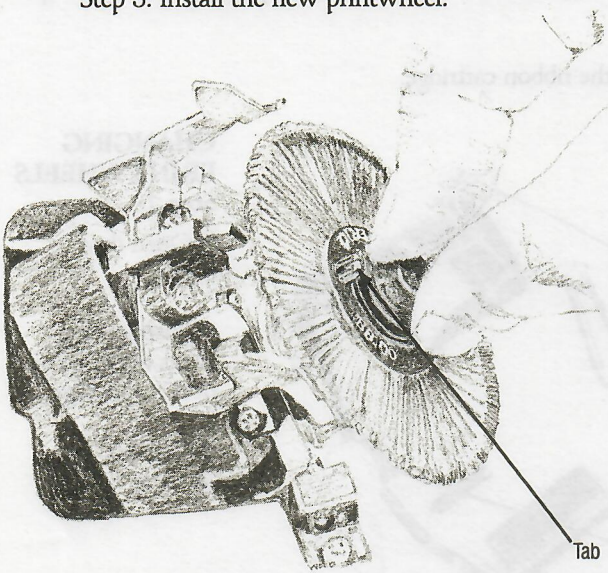
Step 2: Remove the printwheel that is already in the printer.



CHANGING PRINTWHEELS
Step 2

- Push printwheel locking lever in and pull print head back
- Grasp rubber knob and remove printwheel

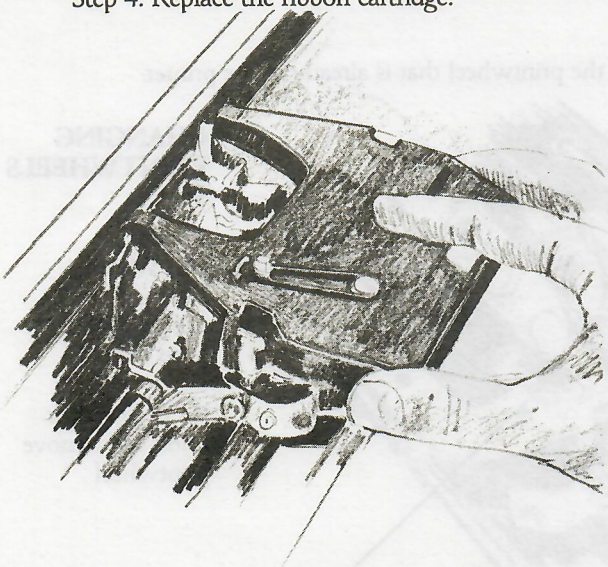
Step 3: Install the new printwheel.



CHANGING PRINTWHEELS
Step 3

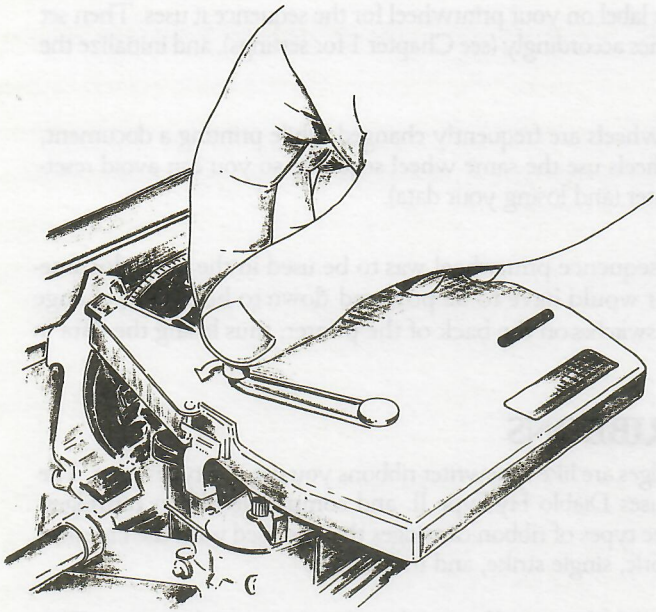
- Align print wheel slot with print head tab
- Push printwheel firmly into place
- Close print head mechanism

Step 4: Replace the ribbon cartridge.



CHANGING PRINTWHEELS
Step 4

- Set ribbon cartridge into place
- Align exposed ribbon between print wheel and platen
- Push cartridge down evenly to snap into place



■ Tighten ribbon with knob as shown

■ Close dust cover

Adjustments After Printwheel Installation

If you cannot get the printer to print or the print quality is not satisfactory after changing the print wheel, check these items to be sure that:

■ the printer cover is completely closed

■ the ON LINE indicator is displayed

■ the printwheel is seated properly

■ the ribbon cartridge is installed correctly (see below for "Adjustments After Ribbon Installation").

Changing the Printwheel Sequence

Every printwheel has a spoke sequence so that the printer knows which character (spoke) to print. The Premiere 35 stores wheel sequence information for several different printwheels in its permanent memory.

The correct wheel sequence is selected with rear switches 3-3 and 3-4. Depending on the printwheel that you have installed, you may have to change these settings to correspond with the wheel sequence for your printwheel.

First check the label on your printwheel for the sequence it uses. Then set the rear switches accordingly (see Chapter 1 for settings), and initialize the printer.

Because printwheels are frequently changed while printing a document, many printwheels use the same wheel sequence so you can avoid resetting your printer (and losing your data).

If a different sequence printwheel was to be used in the same document, the printer would have to be powered down to be able to change the sequence switches on the back of the printer, thus losing the data in the buffer.

TYPES OF RIBBONS

Ribbon cartridges are like typewriter ribbons you use in a typewriter. The Premiere 35 uses Diablo HyType II, and compatible ribbon cartridges. There are three types of ribbon cartridges that are used with the Premiere 35 printer: fabric, single strike, and multistrike.

Fabric ribbon cartridges produce good quality for general printing. This inexpensive type of cartridge uses a continuous loop, fabric ribbon which will simply keep recycling through the cartridge. It should be replaced when print quality becomes unsatisfactory.

Single strike ribbon cartridges produce a sharper print quality than fabric ribbon cartridges. The single strike ribbon cartridge uses a carbon film ribbon. It should be replaced when the ribbon reached the end of the cartridge.

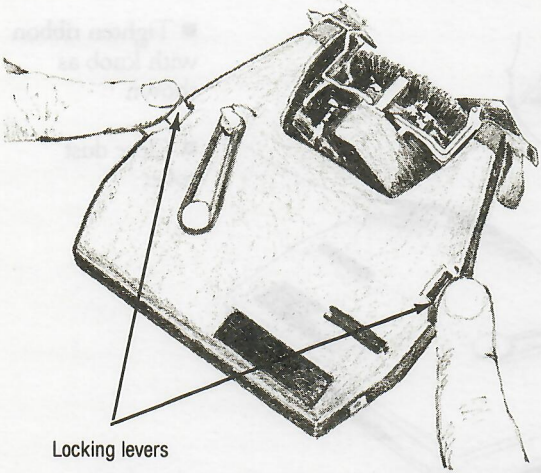
Like single strike ribbons, multistrike ribbon cartridges use carbon film ribbon. Multistrike ribbons, however, advance the ribbon only one-half of a character, rather that a full character, each time a character is printed.

CHANGING RIBBONS

The Premiere 35 alerts you when the ribbon cartridge is used up by displaying the CHECK RIBBON error message on the display panel.

You can follow these next few steps to change the ribbon cartridge.

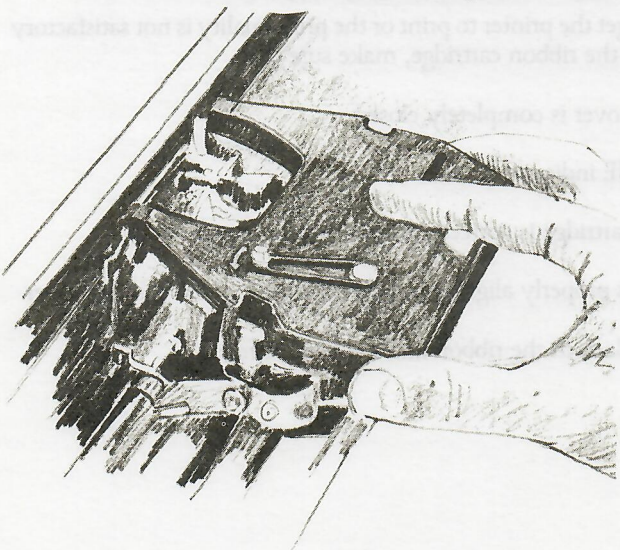
Step 1: Remove the used ribbon cartridge.



CHANGING RIBBONS
Step 1

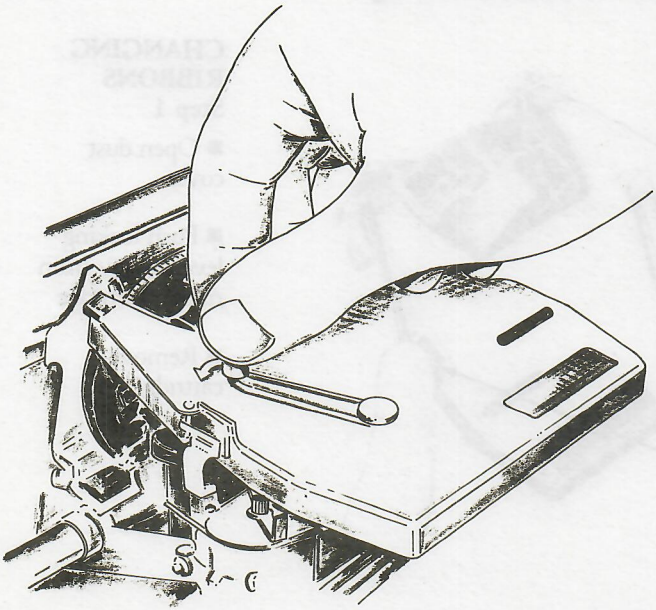
- Open dust cover
- Push locking levers away from ribbon cartridge
- Remove cartridge

Step 2: Install the new ribbon cartridge.



CHANGING RIBBONS
Step 2

- Set ribbon cartridge into place
- Align exposed ribbon between print wheel and platen
- Push cartridge down evenly to snap into place



- Tighten ribbon with knob as shown
- Close dust cover

Adjustments After Ribbon Installation

If you cannot get the printer to print or the print quality is not satisfactory after replacing the ribbon cartridge, make sure that:

- the printer cover is completely closed
- the ON LINE indicator is on
- the ribbon cartridge is correctly in place (fully seated)
- the ribbon is properly aligned between the printwheel and the paper
- there is no slack in the ribbon and it advances freely

Chapter 4
Paper

Now that you have assembled your printer, and installed the print wheel and ribbon cartridge, you'll want to load some paper so you can start printing. This chapter shows you the different types of paper and forms you can use as well as how to load paper.

PAPER TYPES

The Premiere 35 printer can be used with single sheets or continuous fan-fold paper. Fan-fold paper, also called tractor-feed or continuous paper, is what you probably think of as computer paper. It consists of continuous perforated sheets with punched holes along the side. Continuous paper is available plain, or with colored stripes (green, blue, and so on).

Continuous letterheads, pre-printed (single-part) forms, labels, and envelopes can also be used with the Premiere 35. The Premiere 35 can handle any of these up to 15 inches wide. (NOTE: Multi-part forms should only be used with the optional bidirectional forms tractor.)

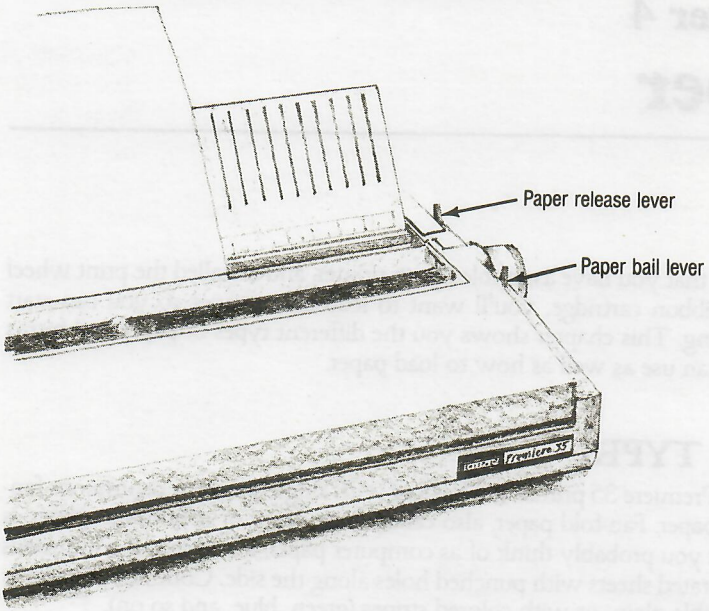
LOADING PAPER

There are several different ways to load paper according to the type of paper you are using and if you have installed any optional equipment (cut sheet feeder or bidirectional forms tractor). This section covers loading continuous forms and single sheets. Loading paper with the cut sheet feeder is described in Chapter 5.

Before loading paper, however, let's look at the function of the paper release and paper bail levers.

The Paper Release and Paper Bail Levers

The paper release lever and the paper bail lever are located on the top right of the printer as shown in the illustration below.



The paper release lever sets the type of paper feed the printer uses. It has three positions: front, back, and center (where front is towards the front of the printer and back is towards the rear).

The paper bail lever has two basic positions: forward and back. You can also hold the paper bail lever all the way forward to use the auto-paper load feature of the Premiere 35.

The paper bail position changes as you change the position of the paper release lever, although you can change the paper bail separately if you wish. The paper release positions are described below.

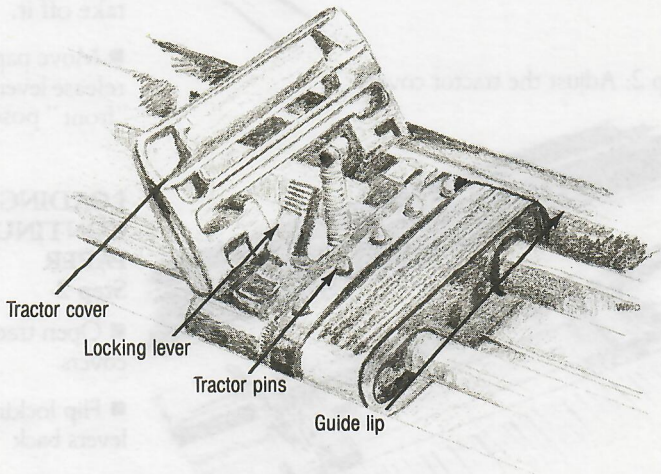
Back. With the paper release lever in the back position, platen pressure is increased so that the paper is fed by friction. The paper bail is against the platen. This setting is used for single-sheets and cut sheet feeder operation.

Center. With the paper release lever in the center position, platen pressure is released so that the paper is fed by the movement of the sprocket pins on the forms tractor. The paper bail is against the platen. This setting is used for the built-in (unidirectional) forms tractor.

Front. With the paper release lever in the front position, platen pressure is released and the paper bail is moved away from the platen so that you can load and position the paper properly.

Loading Continuous Paper

Before loading continuous paper, let's take a closer look at the tractor-feed mechanism. It consists of two sprockets, or tractors, that can slide back and forth to adjust to the paper width.



Locking levers. The locking levers hold the tractors in the desired position.

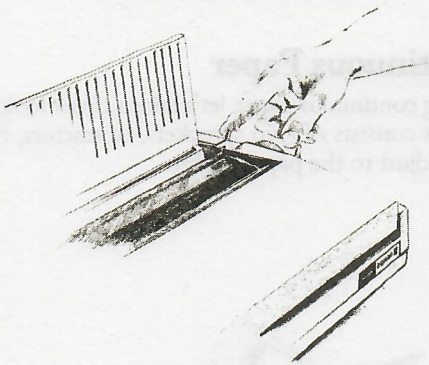
Tractor pins. The tractor pins fit into the holes in the paper. With each new line, the tractor pins move and feed the paper through the printer.

Tractor covers. The tractor covers are flip-up covers that clamp the paper in place on the pins.

Guide lip. The guide lip is the metal guide right next to the platen that feeds the paper under the platen.

Loading continuous paper is one of those things that seems complicated only on paper. It is really quite simple once you've done it. Here's how:

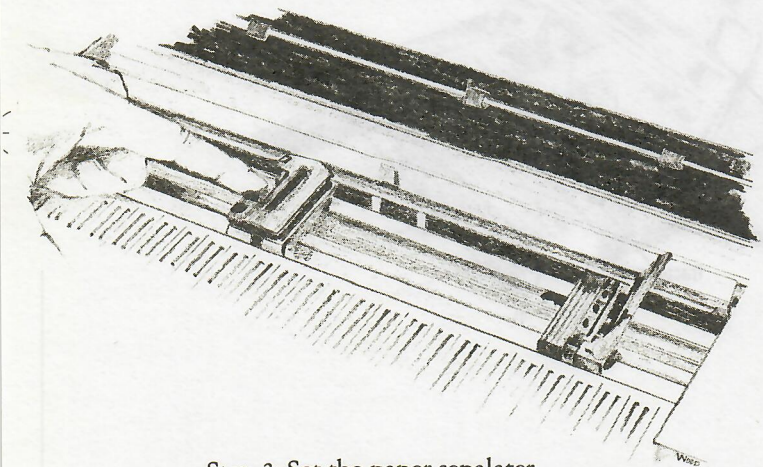
Step 1: Set the sheet guide and paper release lever.



LOADING CONTINUOUS PAPER
Step 1

- Turn printer off
- Pull sheet guide up toward the front of printer and take off it.
- Move paper release lever to "front" position

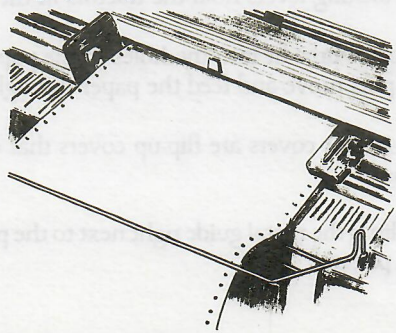
Step 2: Adjust the tractor covers.



LOADING CONTINUOUS PAPER
Step 2

- Open tractor covers
- Flip locking levers back
- Adjust tractors to paper width

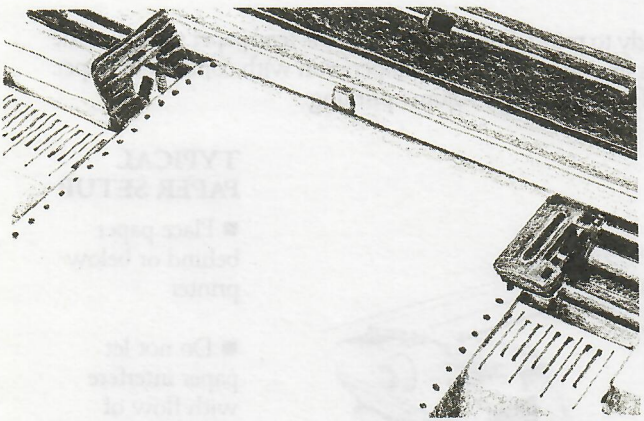
Step 3: Set the paper sepalater.



SETTING PAPAR SEPALATO..
Step 3

- Push on the paper separator to the holes on rear side of printer
- Insert paper through grids

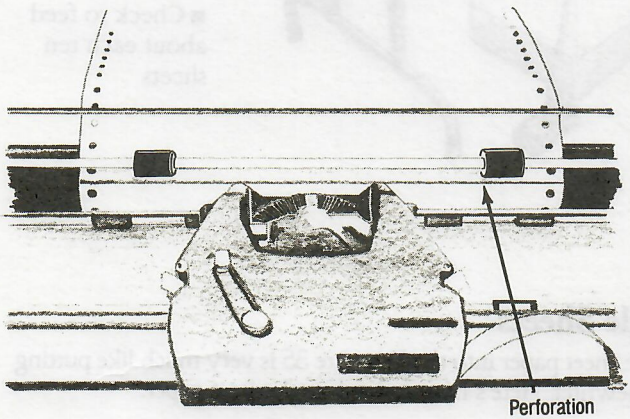
Step 4: Insert paper, then close and lock the tractor covers.



LOADING CONTINUOUS PAPER
Step 4

- Insert paper between platen and guide lip
- Fit paper over sprocket pins
- Close and lock tractor covers

Step 5: Feed paper and make any necessary adjustments.

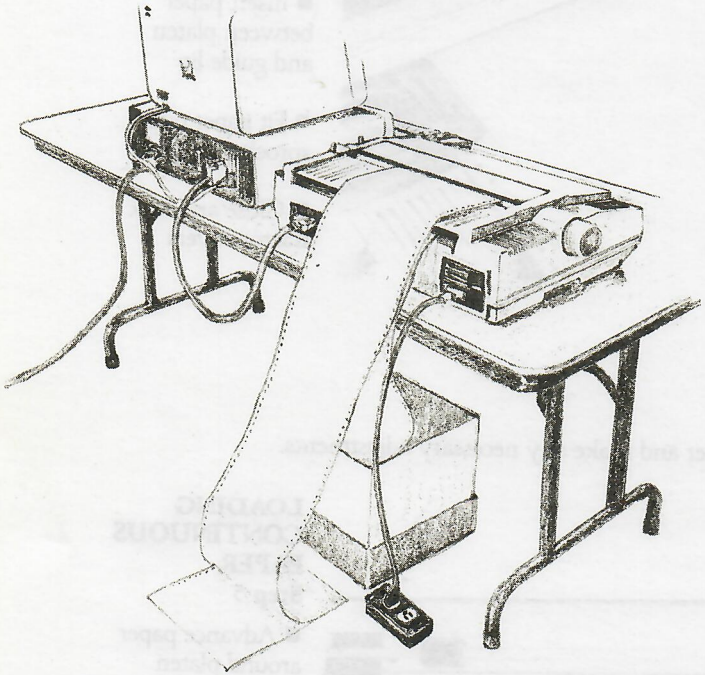


LOADING CONTINUOUS PAPER
Step 5

- Advance paper around platen
- Move paper release lever to "front" position
- Align perforation with ribbon guide
- Adjust paper left or right as needed by sliding unlocked tractors
- Lock tractors

When you've finished adjusting the paper, set the paper release lever to the center position and move the sheet guide back down.

You are now ready to print! The placement of the feed paper stack and the printed output is important for smooth operation with continuous paper. Here is a typical setup for high-volume printing.



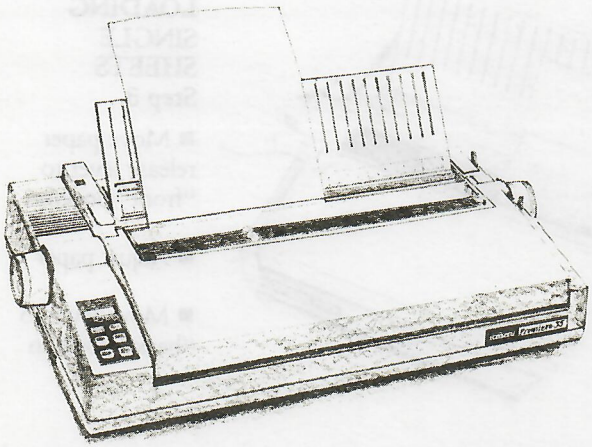
TYPICAL PAPER SETUP

- Place paper behind or below printer
- Do not let paper interfere with flow of printed output
- Paper must feed in a straight line to avoid misfeeding
- Check to feed about each ten sheets

Loading Single Sheets

Loading single sheet paper into the Premiere 35 is very much like putting paper in a typewriter. Here's how to load single sheet paper:

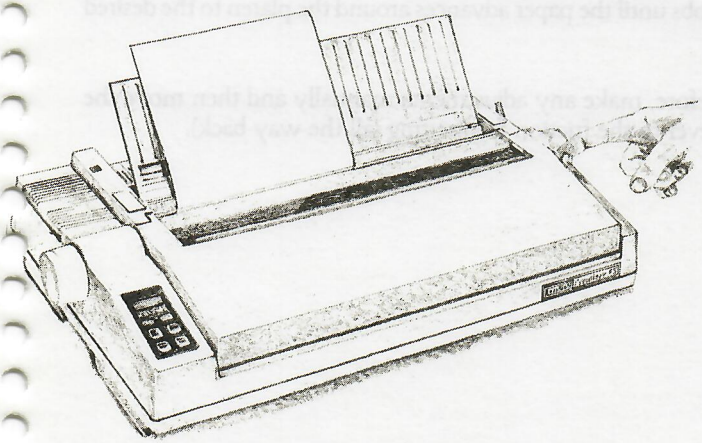
Step 1: Set the sheet guide and paper release lever.



LOADING SINGLE SHEETS Step 1

- Turn printer ON
- Pull sheet guide up toward the front of the printer
- Move paper release lever to "back" position
- Insert paper behind platen (use ruler guide to position paper)

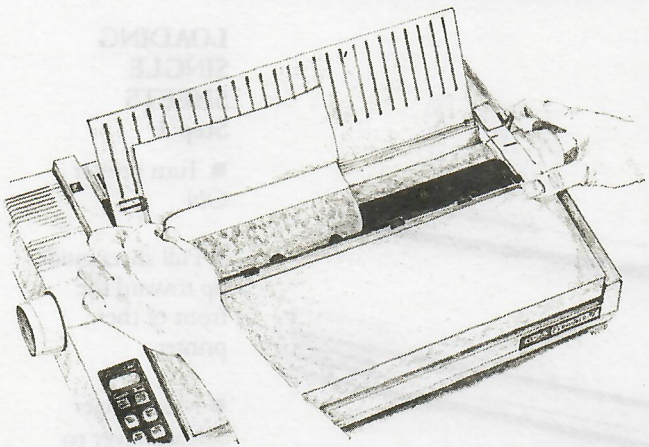
Step 2: Use the auto-sheet load feature to load the paper.



LOADING SINGLE SHEETS Step 2

- Hold paper bail lever forward and paper will feed around platen
- Release lever when paper reaches top of ribbon guide

Step 3: If necessary, make adjustments to the paper.



LOADING SINGLE SHEETS
Step 3

- Move paper release lever to "front" position
- Adjust paper
- Move lever to "back" position

Although the auto-load feature is more convenient, you can also load single sheets manually with the paper feed knob or by using the LINE FEED button.

To load single sheets with the LINE FEED switch, turn the printer on, then press the ON LINE button once to take the printer off line. Press and hold the LINE FEED button until the paper advances to the paper position you want.

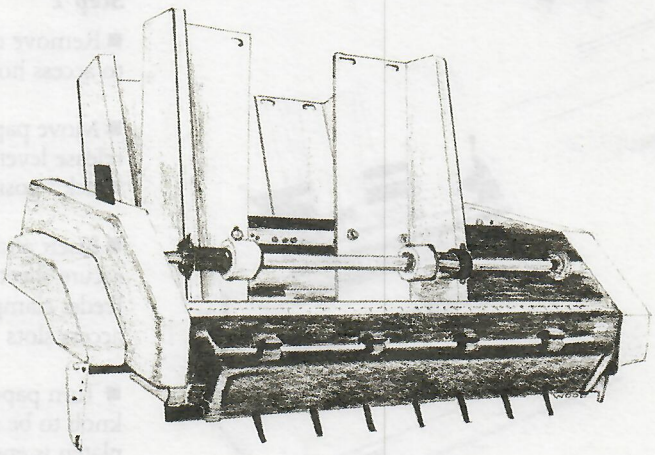
To load single sheets manually, turn the printer off and turn either of the paper feed knobs until the paper advances around the platen to the desired position.

As you did before, make any adjustments manually and then move the paper select lever to the friction feed setting (all the way back).

Chapter 5
Using the Cut Sheet Feeder

The cut sheet feeder is a low cost *optional* feature that can be used to automatically feed single sheets of paper and envelopes to the Premiere 35. The cut sheet feeder can be purchased separately from your Citizen dealer (check for availability). If you are not using the cut sheet feeder, you can skip this chapter entirely.

The cut sheet feeder (shown in the illustration below) has two trays, or bins, that can be used individually or combined.



You can print single sheets of paper by using either the front or rear bins (called bin 1 and bin 2, respectively). You can also print envelopes from bin 1. Bin 1 can be adjusted to hold paper widths from 7 inches to 12 inches wide, and up to 14 inches long. Bin 2 can hold paper widths from 7 inches to 8.5 inches wide, and up to 12 inches long. Each bin holds up to 200 sheets of paper.

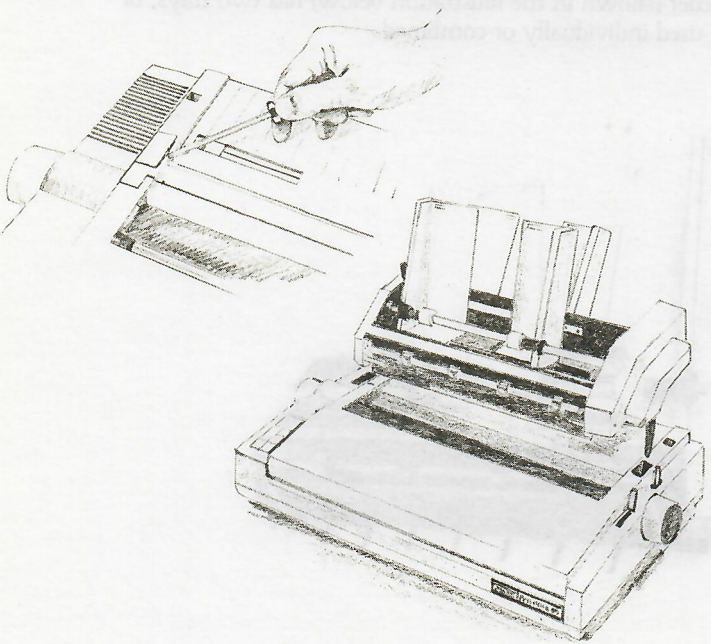
A character scale near the front of the sheet feeder will help you line up paper and bins. With the cut sheet feeder, letterhead and plain bond paper can be mixed for multi-page documents and reports.

The cut sheet feeder has a catch tray, or paper collector, that holds the sheets of paper as they are ejected from the printer. The paper collector holds up to 150 sheets of paper.

INSTALLING THE CUT SHEET FEEDER

The cut sheet feeder comes in two parts: the feeder itself, and the catch tray. Installation is easy. Here's how:

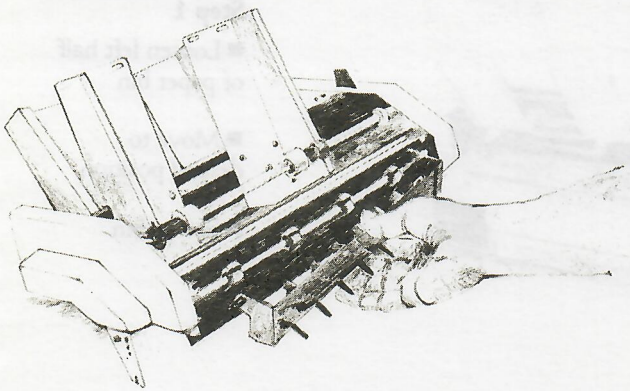
Step 1: Install the cut sheet feeder on the printer.



CUT SHEET FEEDER INSTALLATION
Step 1

- Remove covers to access holes
- Move paper release lever to "back" position
- Insert and secure sheet feeder clamps in access slots
- Turn paper feed knob to be sure platen is engaged

Step 2: Install the paper collector.



CUT SHEET FEEDER INSTALLATION
Step 2

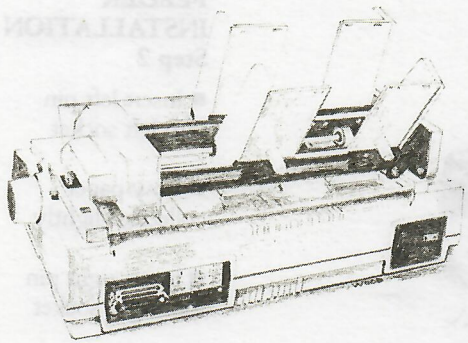
- Insert left pin into left socket
- Bow paper collector slightly
- Insert right pin into right socket
- Make sure mylar on paper collector is beneath bail arm

Before loading any paper, recheck to be sure that the sheet feeder is positioned securely and that the gears are properly engaged (you can tell by turning the paper feed knob which should turn the paper eject rollers on the sheet feeder).

ADJUSTING THE PAPER BINS

Once you have installed the cut sheet feeder, you can adjust the width of each paper bin paper to accommodate the size of the paper (or envelopes) you are using.

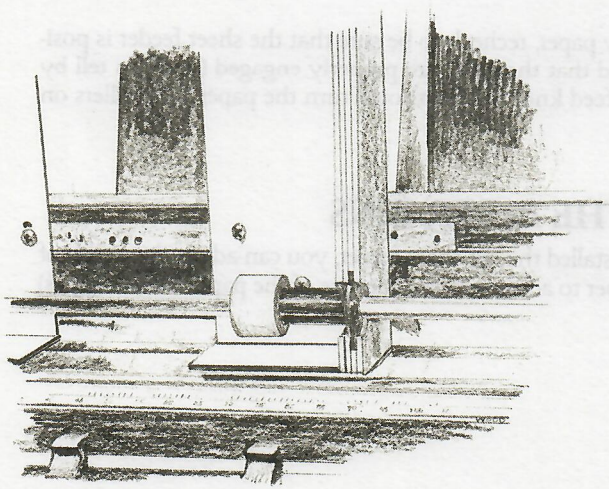
Step 1: Adjust the left half of the front and rear paper bins.



PAPER BIN ADJUSTMENT
Step 1

- Loosen left half of paper bin
- Move to desired position
- Secure bin

Step 2: Adjust the right half of the front and rear paper bins.



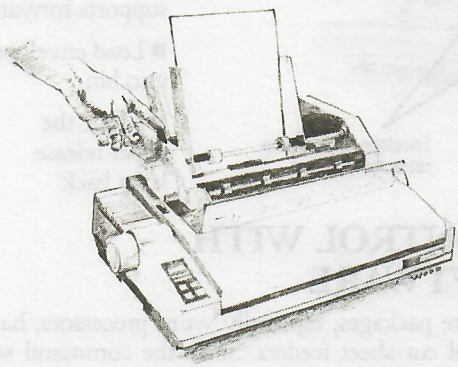
PAPER BIN ADJUSTMENT
Step 2

- Loosen right half of paper bin
- Move to standard paper width (will click into place) or move to desired paper width
- Secure bin

LOADING PAPER

If you are loading a stack of paper, you should "fan" the paper first. You can do this by fanning the ends or by bending the stack slightly into a "U" shape. Then square the paper stack to even all the edges.

Here's how to load paper:



LOADING PAPER

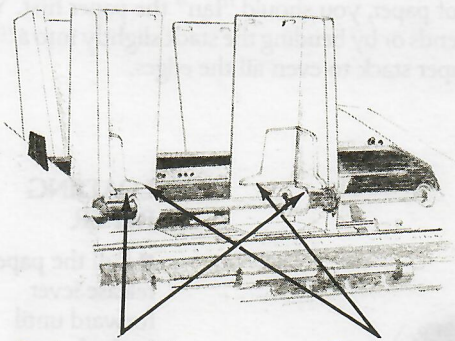
- Pull the paper release lever forward until latched
- Load paper into bin
- Move paper release lever back

NOTE: The whole stack of paper (approximately a 3/4 inch maximum thickness) should fit behind the corner separators in the paper bin. The left and right sides of the bin should support the paper for proper feeding without any drag. The space between paper and bin should be about the thickness of a paper clip.

LOADING ENVELOPES

The Premiere 35 cut sheet feeder can also be used to feed envelopes. As with stack paper, you should "fan" the envelopes first, then square the stack to even all the edges.

Here's how to load envelopes:



Envelope supports in operating position

Envelope supports in retracted position

LOADING ENVELOPES

- Pull paper release lever forward
- Set envelope supports forward
- Load envelopes into bin
- Move the paper release lever back

SHEET FEEDER CONTROL WITH COMMERCIAL SOFTWARE

Many commercial software packages, especially word processors, have printing options to control cut sheet feeders. Since the command sets included in the Premiere 35 (Diablo, Qume, and NEC) are widely supported, you can easily make software changes to accommodate the cut sheet feeder. Check your software manual for details.

If your software doesn't directly support a cut sheet feeder but you can use individual commands, refer to the *Premiere 35 Reference Manual.*

SHEET FEEDER INITITALZATION

To tell the premiere 35 that a sheetfeeder is being used, power must be turned off and rear switch 3 - 7 must be turned on.
Then the "CPI" button on the control panel should be depressed. While depressing the "CPI" button, turn the power "ON" and the premiere 35 has initialized a sheet feeder for envelopes using bin # 1.
To selects single sheets using bin # 1, repeat the same procedure, however use the "LSP" button instead of the "CPI".

SHEET FEEDER CONTROL BY INDIVIDUAL COMMANDS

If you are writing or using your own programs, or if you have to use

individual commands in your commercial software, you can use escape codes to control the cut sheet feeder.
ESC is the escape code, which is ASCII code 27, followed by the appropriate letter, or its ASCII equivalent. The commands are listed and described in the *Premiere 35 Reference Manual.*

SHEET FEEDER CONTROL BY THE CONTROL PANEL

When the auto sheet feeder is installed Rear Switch 3-7 ON and the printer is under "OFF LINE" condition, the "TOF" button on the control panel is depressed.
Then if the paper was inserted from the auto sheet feeder, the paper will be ejected.
If a paper wasn't in the printer, the paper will be inserted from the auto sheet feeder.

CARE OF THE SHEET FEEDER

The sheet feeder (as well as the Premiere 35) should be cleaned periodically to ensure proper operation. The rubber rollers and the printer platen can be cleaned using Fedron, if available, or with isopropyl alcohol. (Chapter 8 shows you how to remove and clean the printer platen.)

CAUTION: Be especially careful with the Fedron. It can actually dissolve paint and plastic, so it is important to keep it away from any printer parts except the rubber platen and the rubber rollers on the paper bail and sheet feeder.

Other solvents such as white gas or alcohol will *appear* to clean these parts, but *do not* use them. They will harden the rubber surface and eventually ruin it.

TROUBLESHOOTING WITH THE SHEET FEEDER

If you are having trouble feeding paper through the sheet feeder, try the following suggestions:

Situation: Paper won't feed correctly.

1. The paper may be either too tight or too loose in the paper bin. Adjust the left and/or right sides of the bin so that the paper is snug but not too tight.

2. The paper may be catching some obstacle as it feeds around the platen. Check for any foreign objects in the paper path.

3. The platen may need an adjustment to increase the pulling force. Pulling force should be at least 13 ounces; check with your dealer about making this adjustment.

Situation: The corners of the paper are folding.

1. The paper may be catching some obstacle as it feeds around the platen. Check for any foreign objects in the paper path.

Situation: Printing marks show on the paper after printing.

1. Clean the printer platen and the rubber rollers on the paper bail and the sheet feeder. (See the section on "Care of the Sheet Feeder" in this chapter and Chapter 8.)

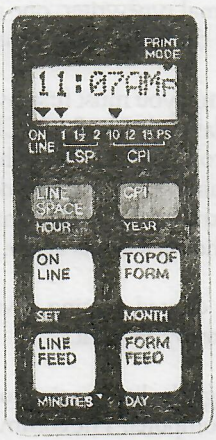
Situation: Bin selection is incorrect.

1. If you are using commercial software, check your software manual to be sure you are using the program correctly.

2. If you are using individual commands, be sure you are using the right command. (Refer to the *Premiere 35 Reference Manual* for a description of the sheet feeder commands.)

Chapter 6
Control Panel Operation

On the left side of the Premiere 35, near the front, is the control panel. It consists of a display panel, which shows several of the current settings, and six membrane switches (which are like flat "buttons"). In this chapter you'll learn how to use these buttons to control the Premiere 35, as well as how to interpret the displays.



SETTING THE ON-LINE STATE

When the Premiere 35 is "on-line," it is ready to accept data from your computer and print it out. By switching the printer "off-line" you can temporarily stop printing (if, for instance, you wanted to adjust the paper). When the printer is off-line, the Premiere 35 continues to accept data into its internal buffer memory; it merely pauses the printed output.

When you first turn the power on, the Premiere 35 is on-line. This is indicated by a small arrow in the lower left corner of the display panel which points to the word "ON LINE." This means that the Premiere 35 is ready to accept output from your computer and print it.

To switch the printer off-line, press the button labeled "ON LINE." Notice that the on line indicator goes off. If you are printing at the time you press the button, the Premiere 35 stops printing.

To continue printing, return to the on-line state by pressing the ON LINE button again. The on line indicator comes back on. The printer simply toggles between the off-line and on-line states.

SELECTING THE LINE SPACING

When you first turn on the Premiere 35, the line spacing is the same as single spacing on a normal typewriter: one-sixth of an inch. This is indicated on the display by the arrow above the "1 LSP" legend.

To change the line spacing, you must first switch the Premiere 35 off-line. Then press the button labeled "LINE SPACE." This will change the line spacing (and the indicator) to one and one-half lines (four lines per inch). Pressing the button again will change to double-spaced (three lines per inch) printing. Pressing the button a third time will return the Premiere 35 to single spacing, and the cycle starts again.

After you have set the desired spacing, switch the Premiere 35 on-line again so that you'll be ready to print.

It's also possible to change the line spacing to other increments by sending commands from your computer. The commands are described in detail in the *Premiere 35 Reference Manual.*

SETTING THE PITCH

The Premiere 35 can use printwheels designed for any of four different character pitches: 10, 12, or 15 characters per inch, or proportional spaced wheels. The pitch of a given wheel is usually incorporated in the name printed on the printwheel: Courier 10, for instance.

Near the right side of the display panel there is an arrow above the letters "CPI" (which stand for "characters per inch"), indicating the pitch. To change this setting for a different printwheel (or even to print in a pitch other than that for which the wheel was designed), you must first switch the Premiere 35 off-line.

Then, press the "CPI" button repeatedly until the indicator points to the desired pitch. Finally, remember to switch on-line again.

It's also possible to change the character pitch to other increments by sending commands from your computer. Again, these commands are described fully in the *Premiere 35 Reference Manual.*

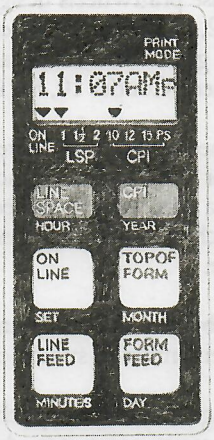
ADJUSTING THE PAPER

The Premiere 35 has a paper feed knob on the each side which can be used to move the paper up or down. This is fine for getting the paper in the right place to begin with, but once that is done, you should only use the Premiere 35's control panel (or software control) to adjust the paper.

The reason for this is that the Premiere 35 keeps track of its exact position on the page at all times. If you adjust the paper manually with the paper knobs, it can no longer gauge the paper's location. This will cause form feeds to advance the paper to the wrong location on the sheet and the top and bottom margins will not be correct.

Setting the Top of Form

The button labeled "TOP OF FORM" does not move the paper at all; it is used to tell the Premiere 35 where line number 1 is. After following these steps, subsequent form feed commands will move the paper to the top of the next form.



TOF

- Using paper feed knobs, move paper so that perforation is at top of ribbon guide
- Press "TOP OF FORM" button to record location

Line Feeds

The "LINE FEED" button is used to advance the paper. By using it instead of the paper feed knobs, the Premiere 35 keeps track of its location on the page, and the location of the perforations in continuous forms.

To advance the paper with the LINE FEED button, you must first switch the Premiere 35 off-line. Then, each time vou press the LINE FEED button the paper will advance according to the selected line space indicator on the control panel.

Pressing the LINE FEED button and holding it down will cause continuous line feeds.

After you have moved the paper to the desired location, remember to switch on-line again.

Form Feeds

To move to the top of the next page, use the "FORM FEED" button. No matter what the current position on the page is, a form feed will advance to the *top* of the next page.

To use this feature, you must first switch the Premiere 35 off-line (just like the other functions described in this chapter). Then press and release the FORM FEED button. Then switch on-line again to re-establish communications with your computer.

Chapter 7
Using the Premiere 35 Clock

It seems natural for Citizen, one of the world's leading watch manufacturers, to be the first to put a clock in a printer. But why? It's not just the convenience of having the time and date displayed; watches and wall clocks already tell us that.

No, its most important use is for automatically printing the time and date on your documents. You can print the time and date at the bottom of each page (especially useful for distinguishing among several revisions of a similar document). Or you can insert the current date or time anywhere in the text (extremely handy for giving a form letter a current look without changing your file). All this can be done even if your computer doesn't have a built-in clock/calendar.

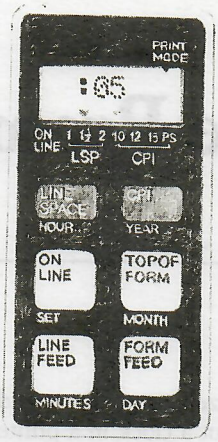
SETTING THE TIME AND DATE

First you'll need to set the clock to the current time and date. Follow the steps illustrated below.

Setting the clock is done by holding down the ON LINE button (while the printer is off-line) and tapping a second button. After each step, release both buttons. If you do not press any other buttons for three seconds, the display will automatically switch to show the current time. (Or, if you can't wait three seconds, press the ON LINE button and the time will be displayed immediately.)

Tap the second button to advance the setting to the correct date or time. If you hold the second button down, the setting will not advance.

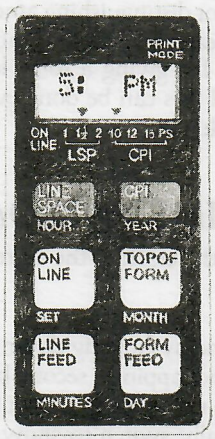
Step 1: Set the minutes.



SETTING MINUTES

- Press the ON LINE button and hold it in
- Press the LINE FEED button until the current minutes past the hour is displayed

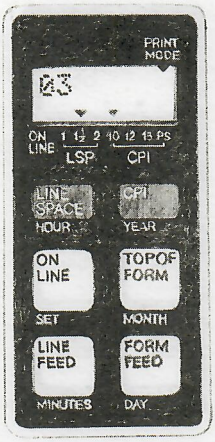
Step 2: Set the hour.



SETTING THE HOUR

- Press the ON LINE button and hold it in
- Press the LINE SPACE button until the current hour is displayed (be sure to note the AM/PM indicator as well)

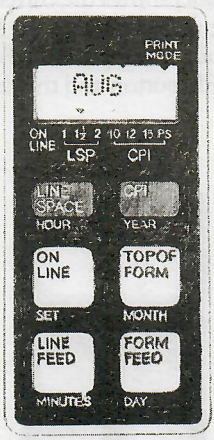
Step 3: Set the day.



SETTING THE DAY

- Press the ON LINE button and hold it in
- Press the FORM FEED button until the current day of the month is displayed

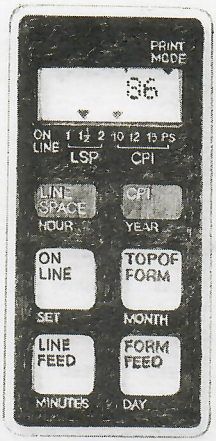
Step 4: Set the month.



SETTING THE MONTH

- Press the ON LINE button and hold it in
- Press the TOP OF FORM button until the current month is displayed

Step 5: Set the year.

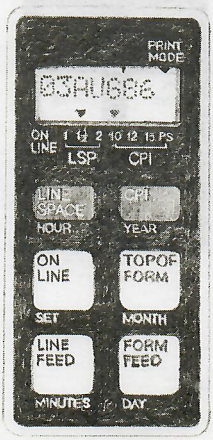


SETTING THE YEAR

- Press the ON LINE button and hold it in
- Press the CPI button until the current year is displayed

DISPLAYING THE DATE

Normally, the display panel shows the current time. If you wish to see the current date setting, first make sure that the Premiere 35 is off-line (the on line indicator will tell you). Then press the FORM FEED button and hold it in. Press the LINE FEED button and the date will appear in this format:



After three seconds, the display will automatically switch back to showing the current time.

PRINTING THE TIME AND DATE

The Premiere 35 can print the time and date two ways: in the same location on each page, or inserted in your document where you specify. The first option is controlled at the control panel; the second method is invoked by commands you send from your computer.

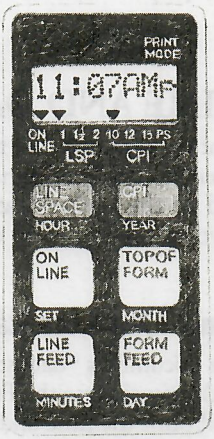
Printing the Time and Date on Each Page

If you wish to have your documents "date-stamped" (as if you punched each page in a time clock), you can use the Premiere 35's automatic date printing feature. This will print the time and date at the bottom of each page in this format:

```
05:00 PM. 04/AUG/1986
```

It will start at the left margin, on the last line above the bottom margin. (If you don't set a bottom margin, it will print on the last line of the page.) If your program puts some printing on the last line above the margin (or the last line of the page if there is no margin), then the time and date will not be printed.

To select this feature, the Premiere 35 must be off-line. Press the FORM FEED button and hold it in. Then press the TOP OF FORM button and release both buttons. Notice that a "P" shows up in the right side of the display (this stands for "print date and time"). Then press the ON LINE button to put the printer back on line.



The procedure for canceling the feature is exactly the same: with the printer off-line, press FORM FEED and TOP OF FORM. The "P" in the display will disappear. Then press the ON LINE button to put the printer back on line.

Inserting the Time and Date in Text

It is possible to insert the date, the time, or both anywhere in your printing with the Premiere 35. This is done by inserting simple printer commands in the appropriate places in the file to be printed before you send it to the printer. Use of these commands, as well as all of the others, is more fully explained in the *Premiere 35 Reference Manual.*

To print the time, the command is ESC t (the escape code, which is ASCII code 27, followed by a lower case "t," which is ASCII code 116). Wherever this command appears in your text, the Premiere 35 will print the current time in this format: "09:52 AM." (the quotation marks are not included, but the period is).

The command to print the date is similar: ESC d (escape code followed by a lower case "d," which is ASCII code 100). Wherever this command appears in your text, the Premiere 35 will print the current date in this format: "14/SEP/1985" (a period does not print with the date).

There is also a single command which will print both the time and the date: ESC p (escape code followed by a lower case "p," which is ASCII code 112). The printout will look like this: "03:45 PM. 16/OCT/1985" (without the quotation marks, of course).

Chapter 8
Care of Your Premiere 35

Your Premiere 35 is designed to give you years of service. . .but you can help it along with proper care. This chapter tells you how.

CLEANING

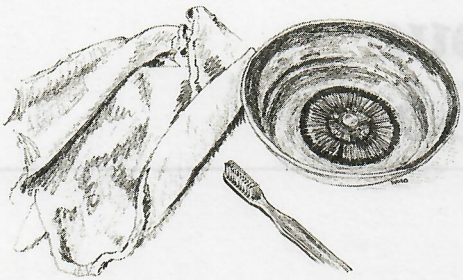
Over a period of time, all printers will accumulate paper fibers, ink residue, and dust. With periodic cleaning, you can be assured of optimum print quality and unimpaired performance. It's a good idea to periodically inspect and clean the printwheel, the platen, and inside the dust cover.

WARNING: For your safety, it's important to turn off the power and unplug your Premiere 35 whenever you perform any of these maintenance procedures.

Cleaning the Printwheel

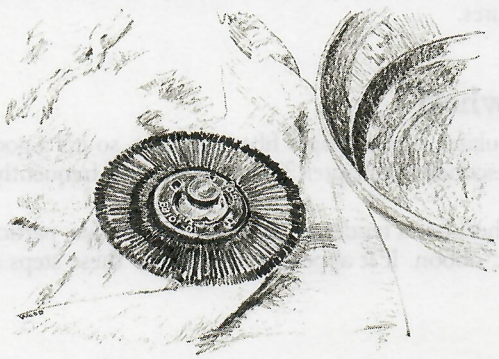
The printwheel accumulates a lot of paper fiber and dust, so it's a good idea to remove it (as described in Chapter 3) and brush it off frequently.

In addition, the printwheel has a tendency to collect ink residue, particularly if you use a fabric ribbon. If it appears dirty, follow these steps to clean it:



PRINTWHEEL CLEANING

- Remove printwheel as described in Chapter 3
- Place the printwheel in a shallow dish
- Cover it with Formula 409 and soak for a few minutes
- Use a toothbrush or typewriter brush to remove any caked-on ink



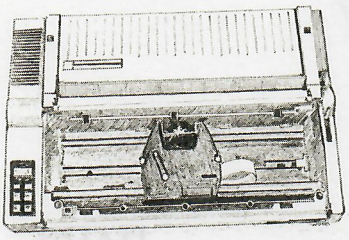
- Pat the printwheel dry
- Replace it in the printer

There are other cleaning solutions that will work for cleaning printwheels: any light-bodied, non-caustic cleaner will do (Fantastik is one). Do not use a petroleum based solvent; it may dissolve the printwheel!

Cleaning the Platen

The platen should be cleaned every few months. If it accumulates ink the paper will tend to slip slightly. Also, the ink may show up on the back of your printed sheets. Follow these steps for cleaning:

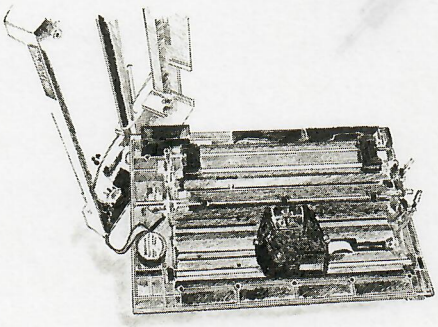
Step 1: Remove the four screws in the printer cover.



PLATEN CLEANING Step 1

- Remove any paper
- Remove paper feed knobs and dust cover
- Loosen four top cover screws

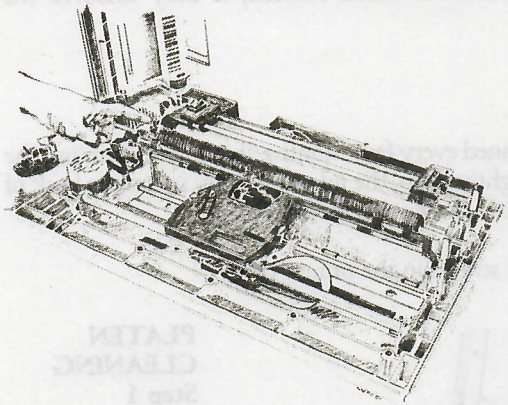
Step 2: Remove the printer cover to expose the platen.



PLATEN CLEANING Step 2

- *Carefully* lift cover off printer
- Stand cover on its end, setting corner of printer on edge of cover

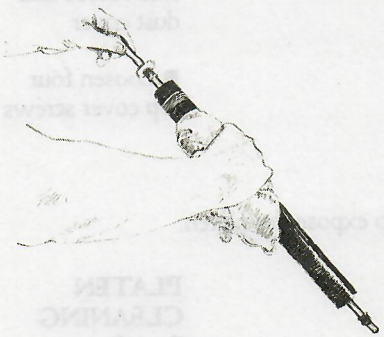
Step 3: Remove the platen from the printer.



PLATEN CLEANING
Step 3

■ Push the two platen release levers and lift platen out

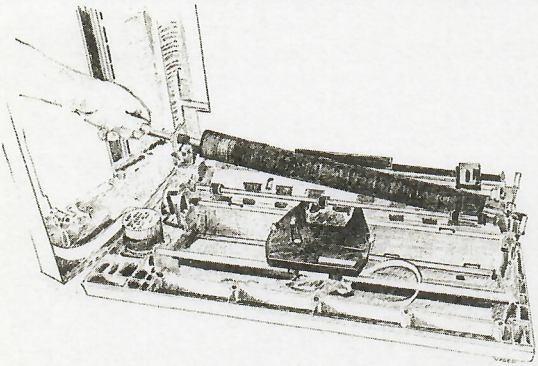
Step 4: Clean the platen.



PLATEN CLEANING
Step 4

■ Wipe platen with a clean rag and a solvent such as Fedron

Step 5: Replace the platen and reassemble the printer.



PLATEN CLEANING
Step 5

- Replace platen and lock in place
- Replace top cover
- Reverse Steps 1 and 2 to reassemble printer

Be especially careful with the Fedron you use to clean the platen. It can actually dissolve paint and plastic, so it is important to keep it away from any printer parts except the rubber platen and the rubber rollers on the paper bail. And be careful not to spill any on your desk!

Other solvents such as white gas or alcohol will *appear* to clean the platen, but *do not* use them. They will harden the rubber surface and eventually ruin the platen.

Cleaning Inside the Dust Cover

As dust and paper fibers gather inside the printer, you may want to clean them out periodically with a brush or vacuum cleaner. Any metal parts can be cleaned with isopropyl alcohol.

Cleaning External Surfaces

To keep the outside of the printer clean, use a mild cleaner such as Formula 409 or Fantastik to remove dust, fingerprints, and smudges. Don't use any abrasive cleaners, for they will mar the surface.

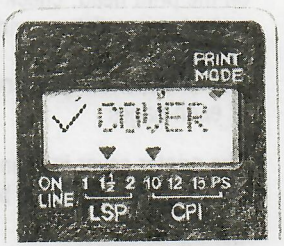
Chapter 9
Troubleshooting

The Premiere 35 printer is a fast and rugged daisywheel printer that was designed to be simple to use and trouble-free. Many of the daily maintenance and troubleshooting situations are monitored by the Premiere 35 itself.

Many situations encountered, such as being out of paper, are displayed as *error messages* on the display panel telling you what to check for. However, not all possible situations can be monitored so a brief troubleshooting guide has been included.

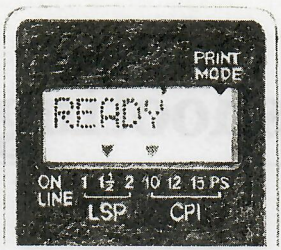
ERROR MESSAGES

When a error occurs that is monitored by the Premiere 35, the printer sounds its audible alarm and displays the appropriate error message on the display panel, such as:



which stands for CHECK COVER. Printing stops and the printer goes off-line (the on line indicator is off).

After correcting the problem indicated, the READY message appears on the display panel:



for three seconds before the time is again displayed. Press the ON LINE button, the on line indicator will go on, and printing will resume.

Here are the error messages that the Premiere 35 displays and the action you should take to correct the problem.

LCD message	Solution
CHECK PAPER	The printer is out of paper or paper is jammed. Paper out: Load more paper and press the ON LINE button. Paper jam: Adjust or reload paper and press the ON LINE button.
CHECK RIBBON	The printer needs a new ribbon. New ribbon: Replace old ribbon and press the ON LINE button.
CHECK WHEEL	The printwheel is jammed or not aligned correctly. Make sure that the printwheel is firmly positioned on the print head, check for correct ribbon cartridge installation, and press the ON LINE button. This print wheel jamming is checked on the end of each pages.
CHECK COVER	The printer cover is open or ajar. Close completely and press the ON LINE button.
ALARM	When these error massages are displayed, the alarm will sound while the printer is on-line.

OTHER SITUATIONS

Situations other than those monitored by the Premiere 35 may occur. Here are some general situations and solutions:

Situation: The printer won't come on

1. Check to see if the power switch is on and the power cord is plugged in.

2. Check the fuse in the fuse compartment, just above the power cord outlet, in the rear of the printer. If the fuse needs replacing (the small wire inside the fuse will be broken), refer to the section in this chapter on replacing fuses.

Situation: The on line indicator is off.

1. The printer may be off line. Press the ON LINE button.

2. Check the display panel for an error message. If there is one, refer to the error messages above.

Situation: The display panel is off.

1. Make sure the printer is turned on.

Situation: The date and/or time is incorrect.

1. Reset the date and/or time using the procedure described in Chapter 7.

2. If the date and/or time is consistently wrong when the printer has been off for a period of time, the clock battery may need replacing. Check with your Citizen dealer about replacing the clock battery.

Situation: The printer does not print.

1. Make sure the power switch is on.

2. Check the on line indicator. If it is off, press the ON LINE button.

3. Check the cable connector from your computer to be sure it is secured at both ends. If you are using a printer cable switcher, make sure it is on the correct setting.

Situation: Printer results are not as expected or it prints "garbage."

1. You may not be in the correct command set (Diablo, Qume, or NEC). You can change command sets with the rear switches (3-1 and 3-2) or through software control. (The software commands are shown in the Quick Reference Card and described in detail in the *Premiere 35 Reference Manual.*

2. You may be using the wrong printer driver or you may need to configure your printer with your software. Change to a Diablo, Qume, or NEC printer driver or configure your software for one of these printers (see Chapter 1 for details).

3. In some cases, a build-up of static electricity or an unsteady power source (one that is connected with motors or appliances) may cause scrambled printing of letters, words or as much as a line. (Severe fluctuations may even cause loss of large amounts of data or actual damage to your printer or computer.)

   To avoid this situation, work in an area with a relative humidity of at least 40% and use a clean, steady power source (a surge protector will help keep your power source clean and steady).

Situation: Paper is not feeding correctly through the cut sheet feeder.

1. Refer to Chapter 5.

SELF TESTING

Slide Pattern Test

To access the slide pattern self test simply dopress the "Line Feed" bottom while turning the power on.

Self Diagnostic Test

The self diagnostic test will diagnose the Premeiere 35 by printing out the following:

A) Part Number and Revision Software

B) Verify ROM/RAM Status

C) Time and Date of Test

D) Dipeswitch Status

E) 94 ASCII Characters on the Printwheel

F) Print Quarity Test Patterns

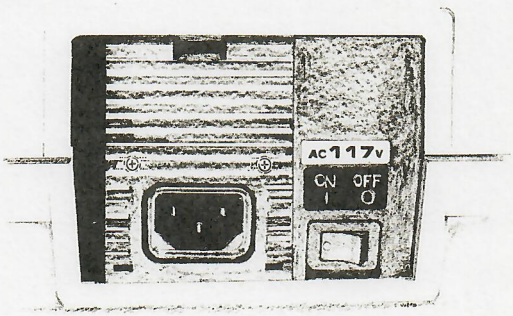
This can be accessed by depressing the "Form Feed" button while turning the printer on.

Hex Dump Text

For a diagnostic and printout of all the information inputted to the buffer, depress the "Top of Form" button while turning the printer on.

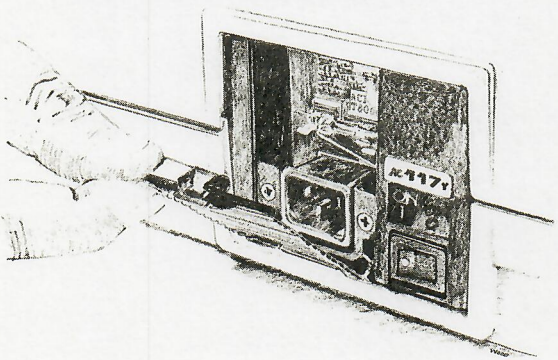
REPLACING THE FUSE

If the printer does not turn on when you turn on the power switch, and the printer is plugged in, you may need to replace the fuse. The fuse is located in a compartment at the rear of the printer, just above the power cord outlet.



WARNING: Be sure to turn the power switch off and unplug the power cord before opening the fuse compartment.

Here's how to replace the fuse:



REPLACING THE FUSE

- Open fuse compartment
- Carefully remove fuse from holder
- Replace only with F1.5 amp fuse

When you're finished, close the compartment cover and reconnect power cord.

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(213) 453-0614

Service Division
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Culver City, CA 90230
(213) 391-7248

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